ITS eBilling

User's Training Manual

Version 1.0

November 3, 2008

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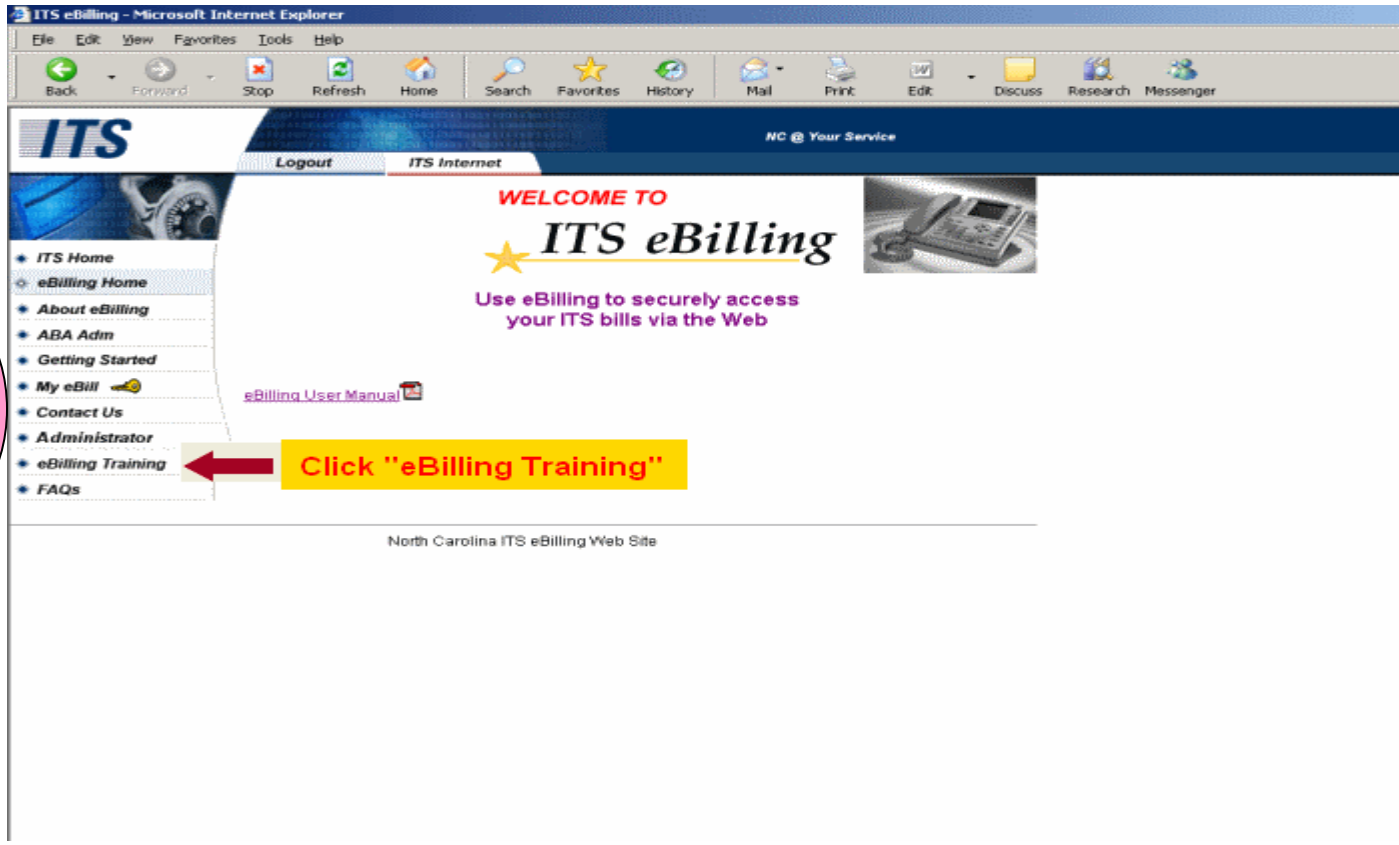
Office of Information Technology Services eBilling User Training Presentation



eBilling Menu

- This screen appears once you have logged on using the internet URL "https://ebilling.its.state.nc.us"
- Select the tab "**eBilling Training**" to start the training presentation.

- This screen appears once you have logged on using the internet URL "https://ebilling.its.state.nc.us"
- Select the tab "**eBilling Training**" to start the training presentation.

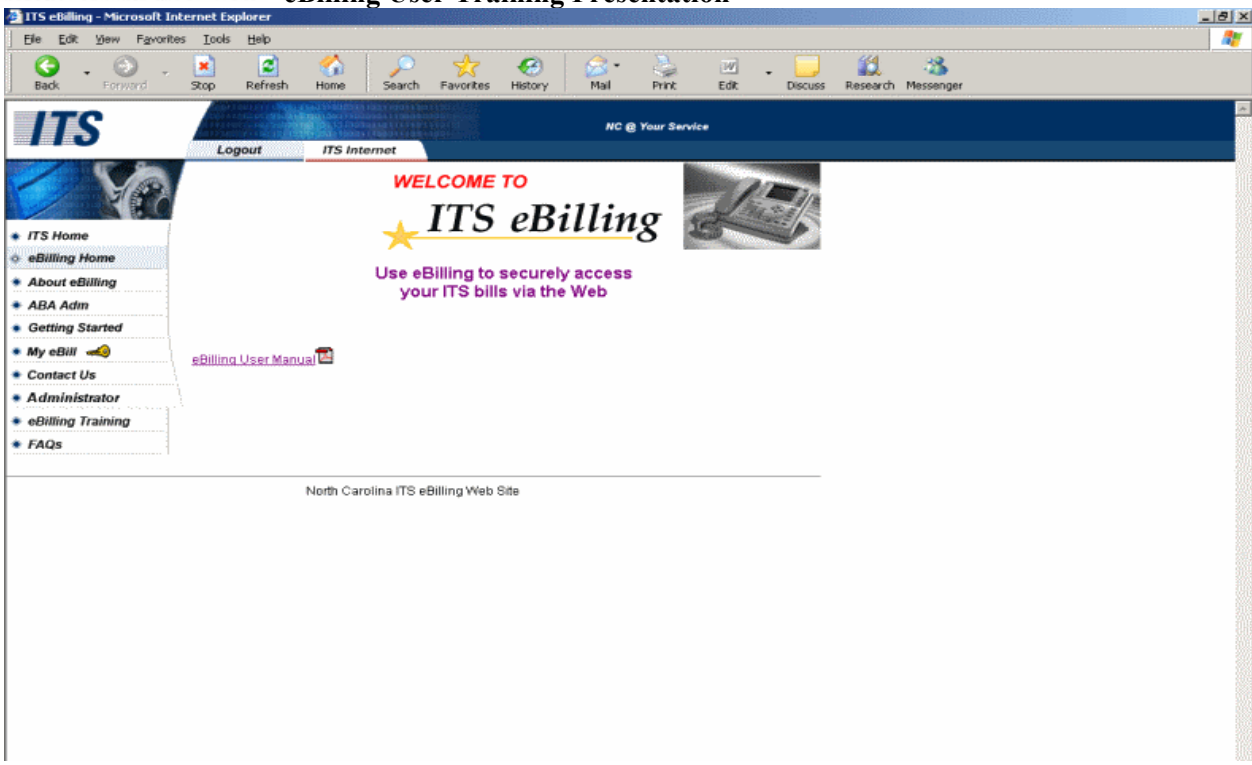
WELCOME TO

ITS eBilling

Use eBilling to securely access
your ITS bills via the Web

eBilling Training

This process will guide you through each step required to access the electronic billing from ITS (Office of Information Technology Service) via the Web.



Click A-O for Definitions

Training Topics

A. What eBilling offers

B. About eBilling

C. Getting Started

D. Logging into eBilling

D1. NCID Registration

D2. Login Failed Message

E. Menu Screen

F. Accessing Messages

G. Selecting an Invoice

H. Navigating an Invoice

I. Downloading Files

J. Printing Your eBilling Invoices

K. Emailing your eBilling Invoice

L. Logging Out

M. ABA Administrator

M1. Managing User Reports

M2. Adding Users

N. Frequently Asked Questions

O. Contact Us

Click on any Training Topic to view that specific topic or click next to continue to the next page.

Go to the eBilling home page: https://ebilling.its.state.nc.us

What eBilling offers:

eBilling has arrived for ITS (Information Technology Service)! In response to clients' requests, ITS is pleased to announce a method in which invoices are distributed to our clients. Electronic invoices for all telecommunications and computer services are available via Web access to all customers. It is sure to be beneficial to you in providing your invoice needs. And, you can easily get the information to others in your organization that needs it, in whole or in part.

There are many attributes we know you will like. Here is a summary of available features that will help you with your invoice every month:

- Early invoices - you have instant access to the ITS invoice via the Web just as they are created.
- Personal electronic copies can be placed on your computer as needed.
- Paper copies can be eliminated, or you can print the paper copy section you need.
- You can search for anything - code, item, word, etc.
- Managers can assign other persons to electronically see just their own department codes – no more separation of invoices for other groups
- You can still have the same bill format you have become accustomed to seeing without having to learn a new format to navigate.
- Easy to learn and training will be provided to all as needed.
- Customers can ***save*** in distribution ***costs*** including elimination of ITS printing ***costs***!

ITS is sure you will find other attributes with your use of this invoice product. Please share this information with others that have a need to know about this new offering. We will be in contact with those normally receiving the invoice to provide more information about who should have access. If you have any questions about ITS eBilling, please contact ITS Business Services at 1-800-933-4787 and follow the prompts.

About e-Billing

Eliminate the cost and hassle of dealing with paper bills. eBilling offers ITS customers the ability to securely access ITS bills via the Web. ITS eBilling provides the capability to:

- View your bill by Department Code or Distribution Code
- Search for occurrences of any phone number or text string within your bill
- Download a copy to your PC to view off-line
- Email all or part of your bill to other personnel within your organization.

If you need hard copy of some or all of your bill, ITS eBilling also supports printing.

North Carolina ITS eBilling Web Site

Getting Started

Setting up eBilling for your organization is easy

If you currently receive a invoice from ITS for voice, data or computer services, you can now access your bill on the Web. Use the EB-1 form (see Training Section on Adding Users) to notify ITS of your NCID and the Distribution Code(s) or Department Codes you need to access. If you currently send portions of your ITS bill to others to review and you would like them to have the ability to access the bill on line; you can register them for eBilling (See Training Section "NCID Registration"). Use the EB-1 form to notify ITS of the user's NCID and the Distribution Code(s) or Department Code(s) you authorized them to access.

Setting up NCID access for eBilling

ITS eBilling is secured by NCID.

If you do not already have an NCID, continue reading this Training Presentation to learn how the NCID is established. Once the NCID has been set up, you can have a document submitted via the internet notifying ITS of that information. Then you can start utilizing the eBilling System.

North Carolina ITS eBilling Web Site

Getting Started

- Log in ID
- Browsers Support
- URL
- About eBilling Home Page
  - ITS Header
  - eBilling Menu

Log in ID

eBilling is a secure application. Only authorized users can log in, using a user ID and password. eBilling uses the North Carolina standard NCID for access. If you don't have an NCID and if you are a State Employee, please contact your Organization's NCID administrator or Security Liaison. If you are a customer outside of State Government you can go to the section about "Information for Citizens and Business Users" to be advised of the necessary steps.

Browsers supported

To access the eBilling web site, you must have:

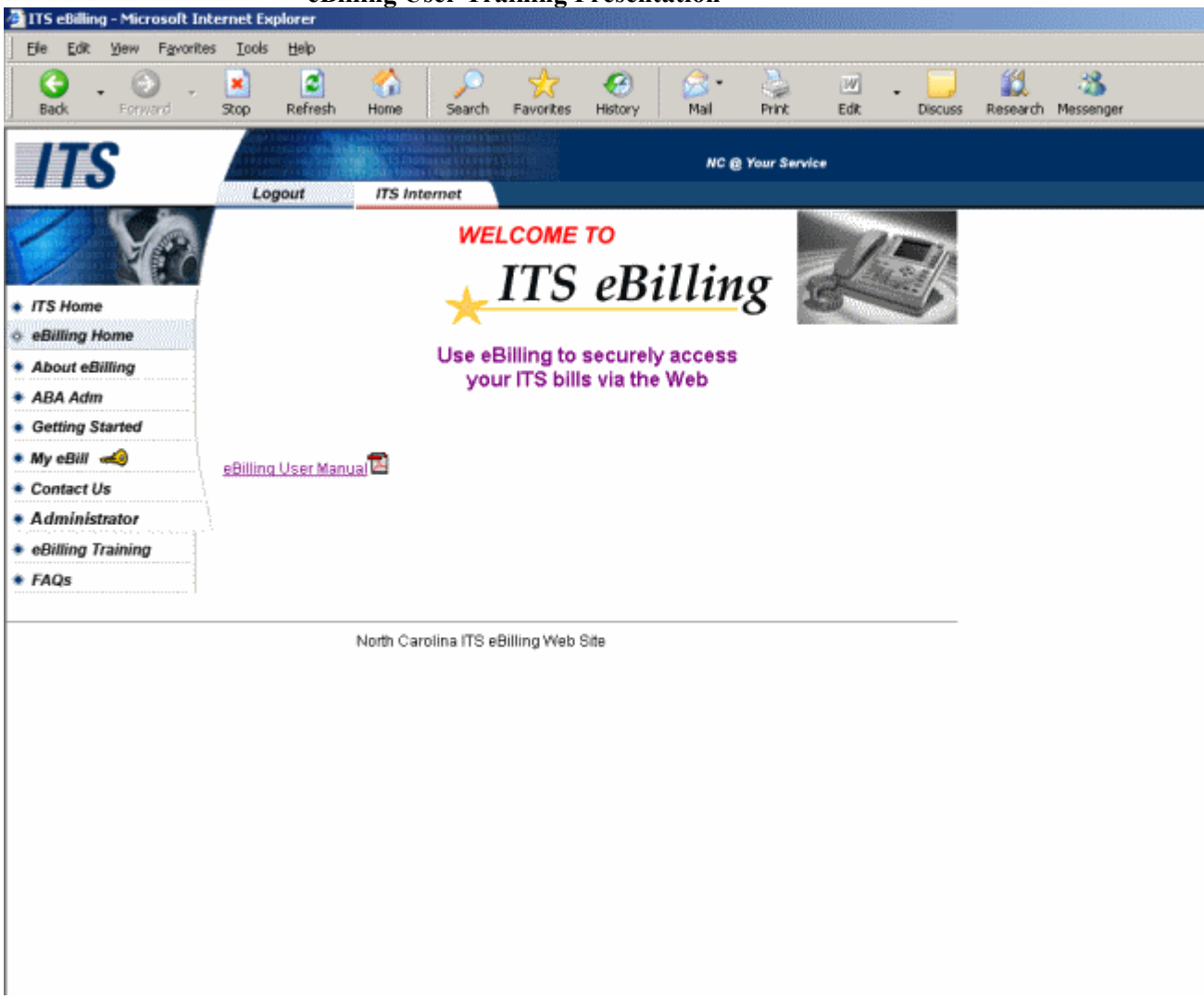
- **Microsoft Internet Explorer, version 5.5 or later**

eBilling security requires **SSL (Secure Sockets Layer)**. Please be certain your browser supports this option, and that SSL support is enabled in your browser.

URL

To access the ITS eBilling website, enter the following URL into your browser: https://ebilling.its.state.nc.us

You should be taken to the eBilling home page, as shown below:



eBilling home page screen

About the eBilling home page

ITS Header

The home page screen has an ITS header across the top. The header will be included on all eBilling screens. The header includes links to:

– The ITS home page
– The "NC @ Your Service" home page

eBilling menu

The home page screen also has a menu along the left hand side. Menu entries include:

- **ITS Home** – Takes you to the ITS home page
- **eBilling Home** – Takes you to "Welcome to ITS eBilling" page

- **About eBilling** – Provides summary information about eBilling capabilities
- **Getting Started** – Provides information on how to get your Organization set up to use eBilling
- **Log in to eBilling** – Takes you to the Login screen
- **Contact Us** – Provides contact information – email addresses and phone numbers for ITS personnel who can help you with eBilling.
- **eBilling Training** – Established to train new Users
- **FAQ (Frequently Asked Questions)** – Answers to frequently asked questions

D

Logging into eBilling

To log into eBilling, click on the menu selection "Log in to eBilling", the menu item highlighted in Figure 2.

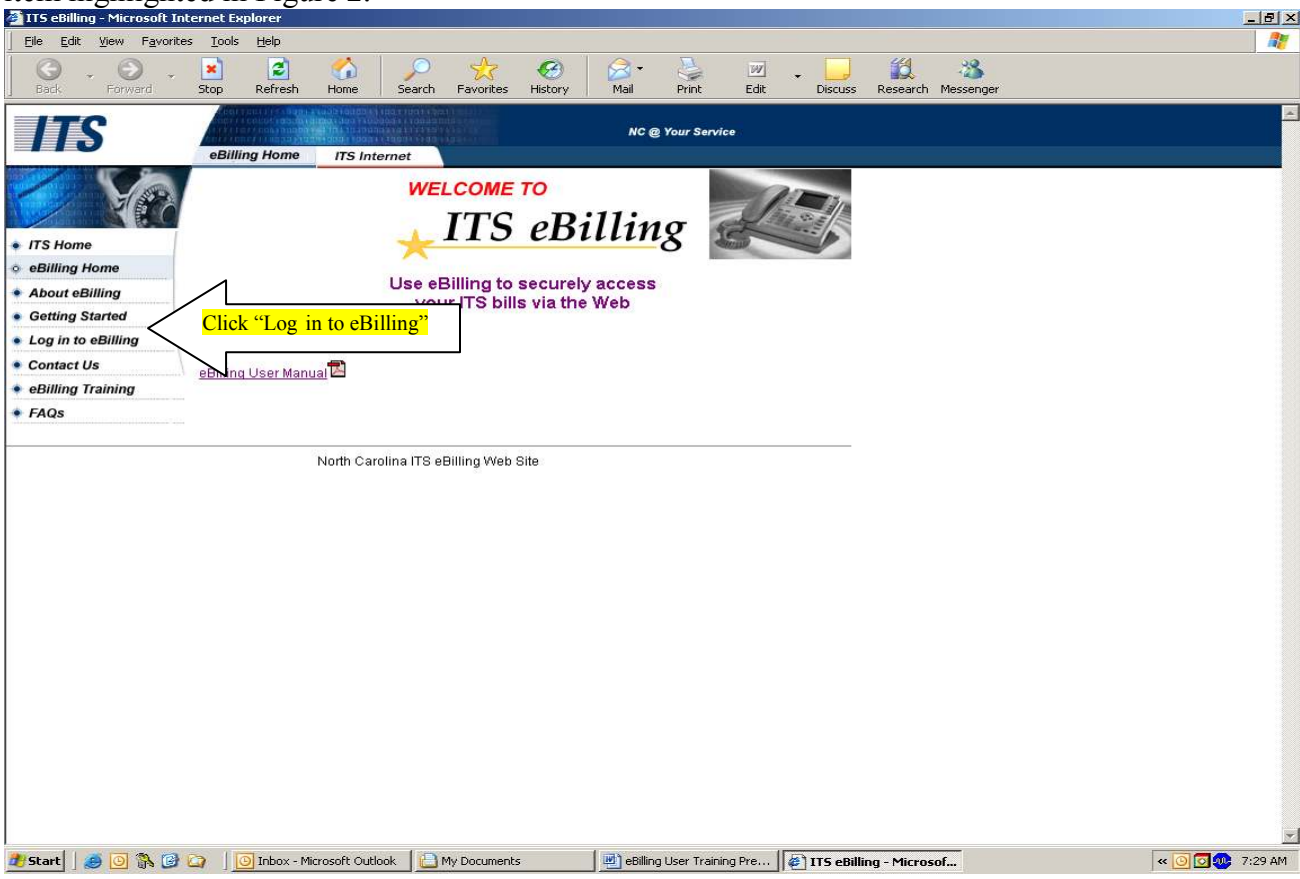


Figure 2: The Log in to eBilling menu link

You will be taken to the Login screen shown in Figure 3.

- eBilling login Screen (NCID)

eBilling login screen

NCID Login Page - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address https://ncid.nc.gov/login/login.html?MSG=CREDS_CLEARED
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Login
Please enter your Login User ID and Password. If you are a new user to the State of North Carolina, please select First Time NCID User.
User ID:
Forgot your User ID?
Password:
Forgot Your Password?
login
clear
help

Figure 3: eBilling Login screen

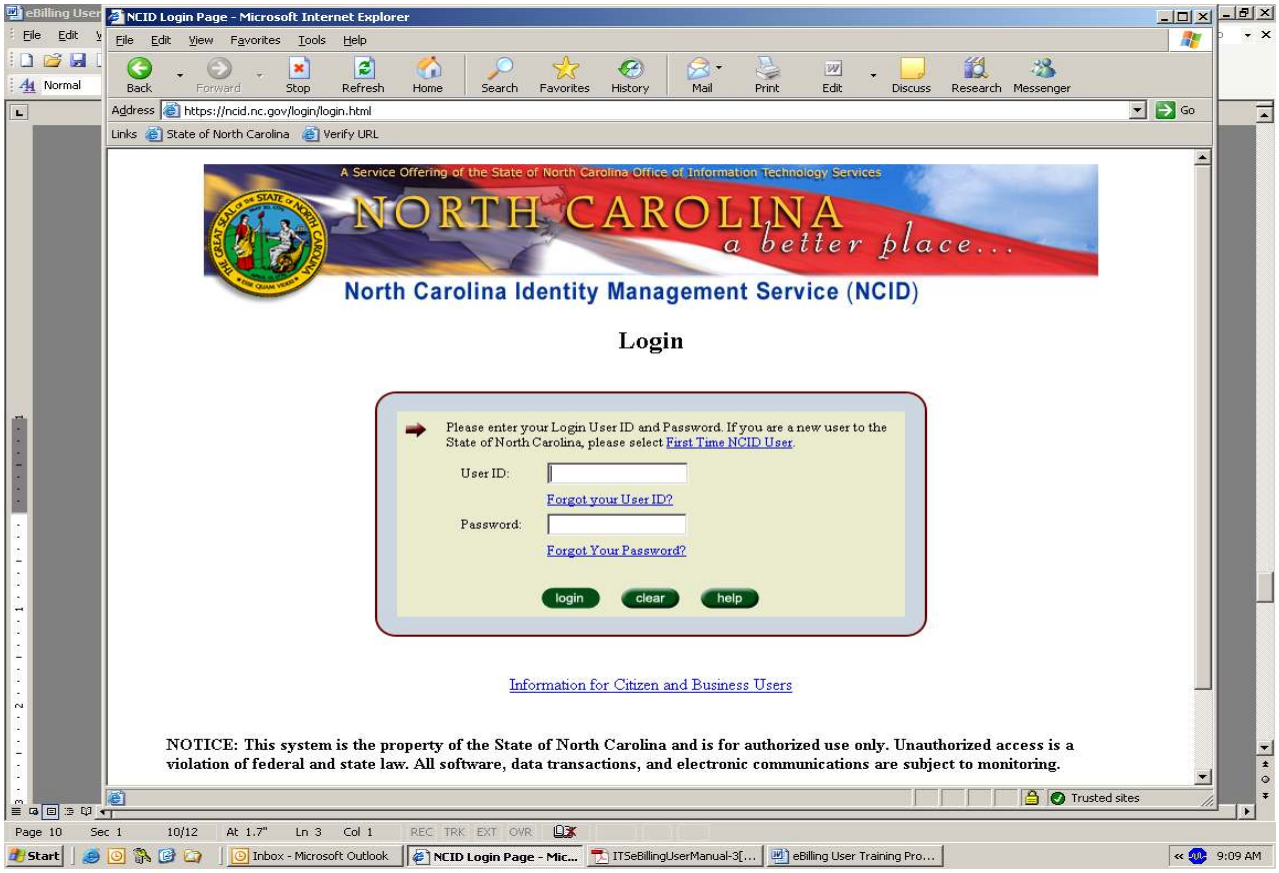
Enter your NCID into the "*User ID*" field, and your password into the "*Password*" field, and then click the "*Login*" button.

- (If you do not have an "ID" and you are a State employee please contact your NCID Administrator, otherwise, please click on "First Time NCID User).

- **Logging into eBilling**

  - Information for Citizen and Business Users
  - First Time NCID User
  - Login Failed Message
  - Forgot your User ID
  - Forgot Your Password

Information for Citizen and Business Users


NCID Login Page - Microsoft Internet Explorer
https://ncid.nc.gov/login/login.html
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Login
Please enter your Login User ID and Password. If you are a new user to the State of North Carolina, please select First Time NCID User.
User ID:
Forgot your User ID?
Password:
Forgot Your Password?
login
clear
help
Information for Citizen and Business Users
NOTICE: This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

- Information for Citizen and Business Users

- First Time NCID User
  - NCID Registration

Information for Citizen and Business Users

SETTING UP AND MANAGING YOUR NCID ACCOUNT

NCID allows citizens and business users secure access to information systems operated by the State of North Carolina. You must select a unique User ID and password to access online services.

User ID and Password

To prevent unauthorized access to your accounts, it is very important to keep your User ID and password confidential.

You **should not** tape your User ID or password to your computer monitor, the bottom of your keyboard, under your mouse pad, or any other place near your computer system. You **should** change your password periodically, such as every 90 days, or whenever it becomes known by anyone else.

You should never give your password to anyone over the phone.

Selecting Passwords

The best password is difficult for someone else to guess but is simple for you to remember.

Words to avoid when creating passwords:

- Your nickname or initials.
- Your User ID in any form.
- Other information about you, such as your birth date, telephone numbers, license plate numbers, Social Security numbers, street addresses, or your pet's name.
- The same character (i.e., 333333) or consecutive keys on a keyboard (i.e., ASDFGH). Passwords should not contain number or character substitutes to create dictionary words (e.g., d33psl33p for deep sleep).
- Words that would appear in a dictionary (English or other), as they can be easily compromised by password cracking programs that use electronic dictionaries.
- Ways to choose a good password:
- Figure out a way to make a password that is easy to remember.

- To the extent possible, passwords shall be composed of a variety of letters, numbers and symbols, with no spaces in between. (The following characters are NOT allowed: forward slash (/), backward slash (\), double quote ("), single quote ('), reverse single quote (`), and space.)

Security Questions

When you first set up your NCID account, you will be asked to respond to a series of questions that will be used to help you reset your password should you forget what it is. You should protect your answers to these questions in the same way you protect your password.
You need to remember the answers to your secret questions. Anytime you would like to reset the questions and answers you can do so by logging into NCID. Choose **my account**, choose **password info**, choose **modify**, pick different questions, remember the answers, then save. If your favorite color changes from time to time, it might be a good idea not to use that secret question. Likewise for other questions for which the answers may change.

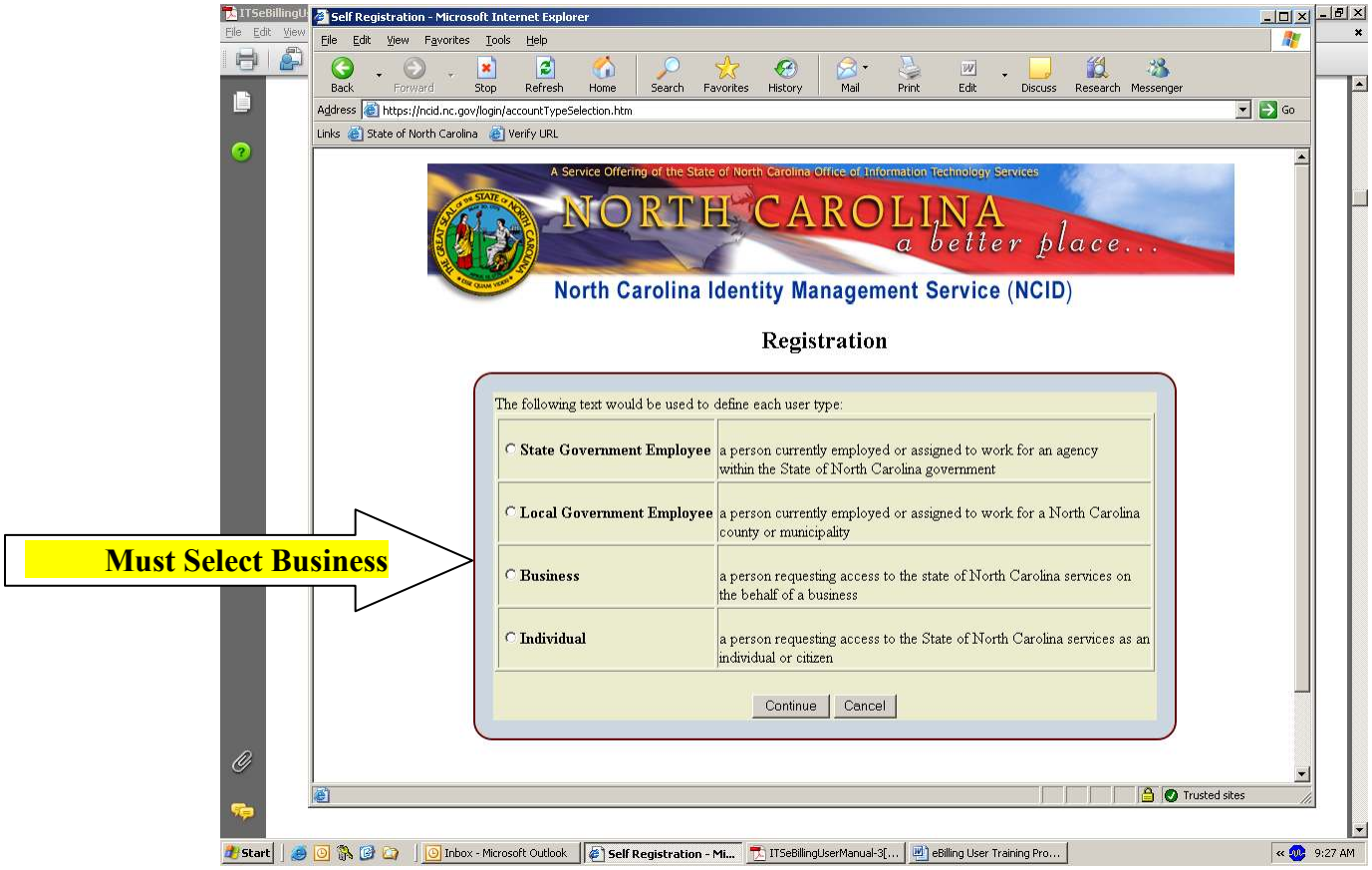
Log off
In order to prevent someone from gaining access to your state information, it's a good idea to log off the system after you have completed your business.

For additional protection, access to NCID will be denied or locked after three unsuccessful login attempts. After the five unsuccessful login attempts, contact the help desk at the numbers below to have your account unlocked.

Policy
To review the NCID Service Policy, click here.
Other Policies
NCID use is subject to a privacy policy. To review that policy, click here.
Help
If you have any questions about your NCID account, you can e-mail its.incidents@ncmail.net or call 919-754-6000 (Raleigh) or 1 800 722 3946 TOLL-FREE.

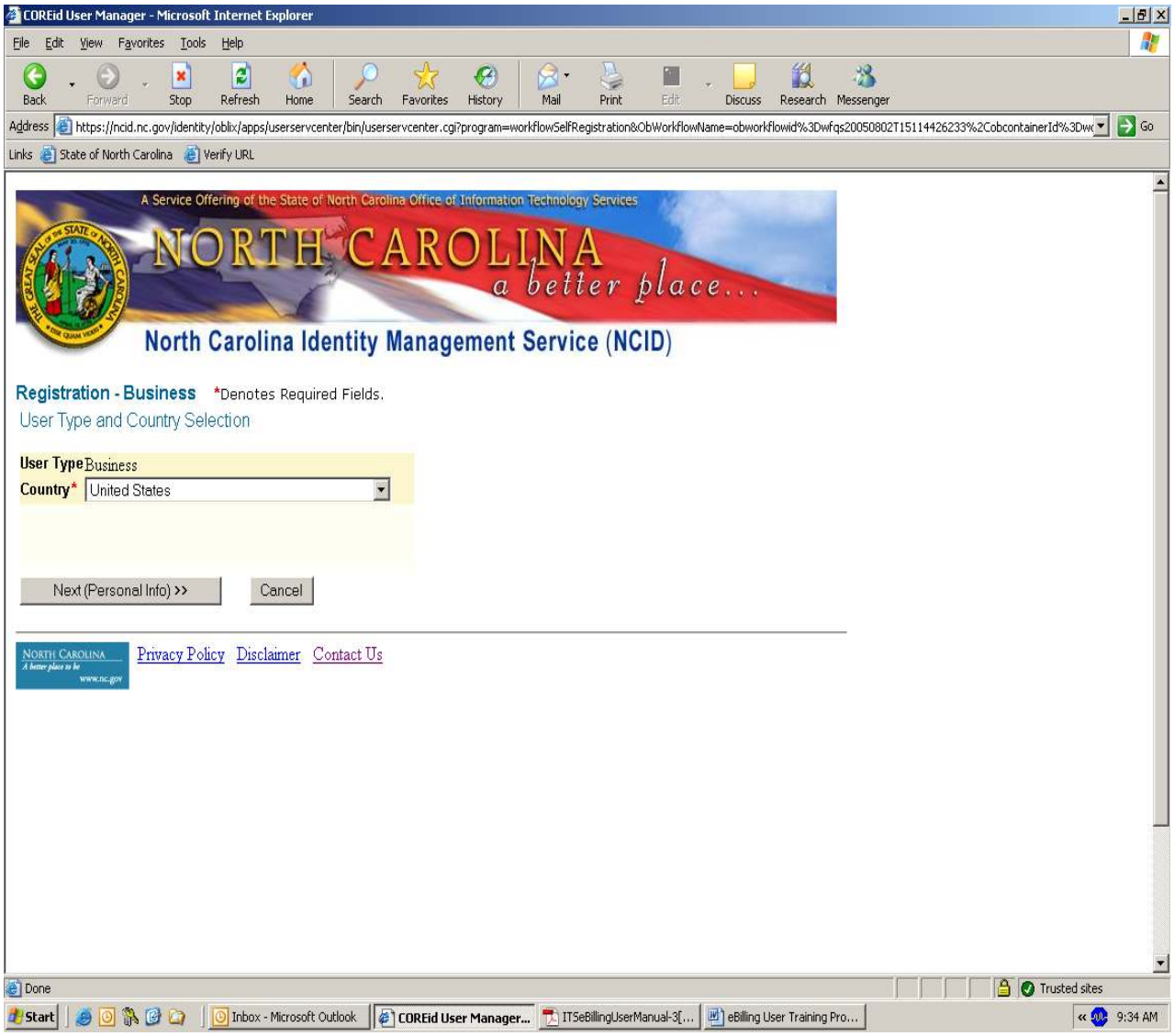
D1

NCID Registration

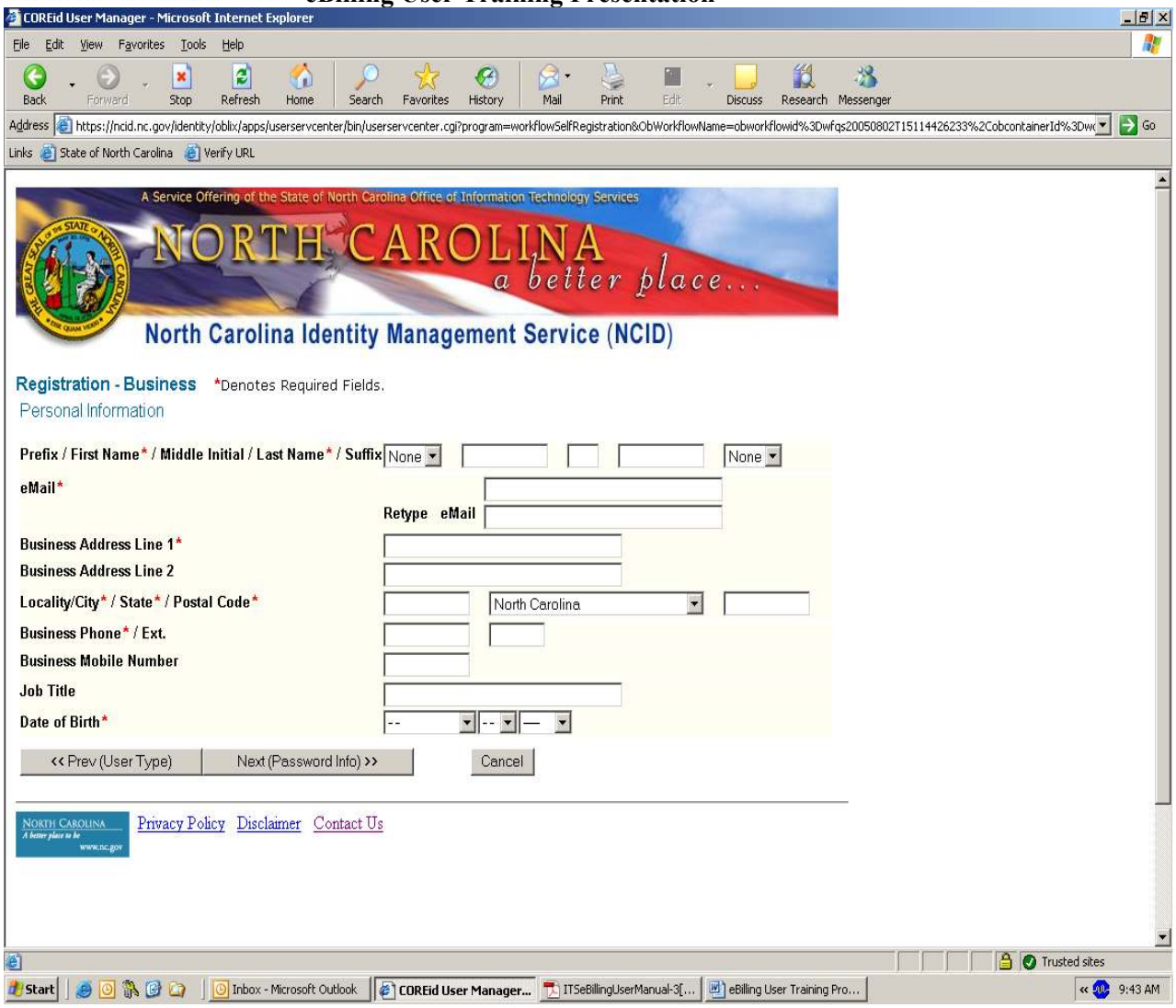

Self Registration - Microsoft Internet Explorer
https://ncid.nc.gov/login/accountTypeSelection.htm
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Registration
The following text would be used to define each user type:
State Government Employee
a person currently employed or assigned to work for an agency within the State of North Carolina government
Local Government Employee
a person currently employed or assigned to work for a North Carolina county or municipality
Business
a person requesting access to the state of North Carolina services on the behalf of a business
Individual
a person requesting access to the State of North Carolina services as an individual or citizen
Continue
Cancel
Must Select Business

- **Select User type**
    - **Business**
        - All Users outside of the State Agencies who are registering as a first time user **MUST** select the **Business** group

Registration – Business

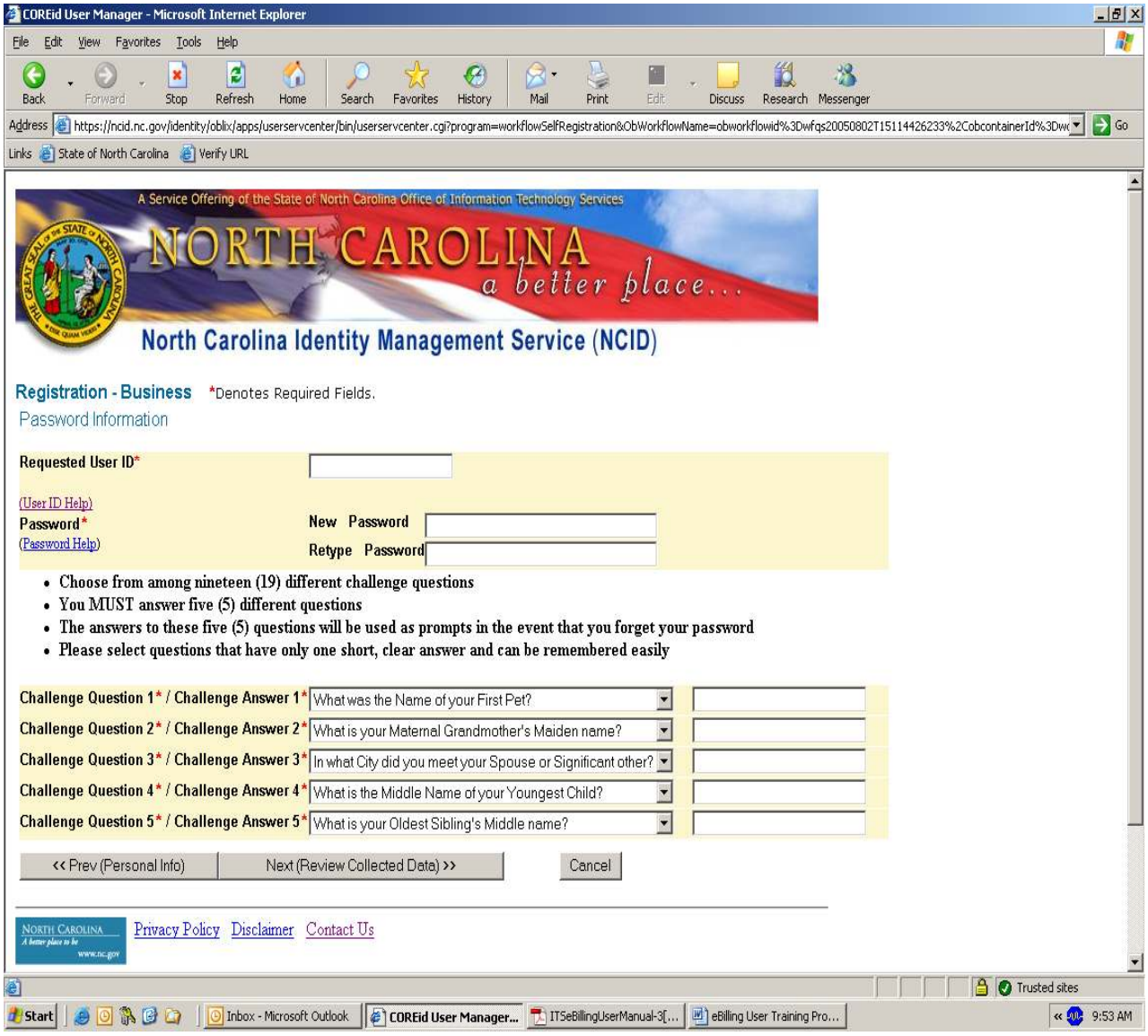

COREid User Manager - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/identity/oblix/apps/userservcenter/bin/userservcenter.cgi?program=workflowSelfRegistration&ObWorkflowName=obworkflowid%3Dwfqs20050802T15114426233%2CobcontainerId%3Dwc
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Registration - Business *Denotes Required Fields.
User Type and Country Selection
User Type Business
Country* United States
Next (Personal Info) >>
Cancel
Privacy Policy Disclaimer Contact Us
Done
Trusted sites
Start
Inbox - Microsoft Outlook
COREid User Manager...
ITSeBillingUserManual-3[...
eBilling User Training Pro...
9:34 AM

- Continue by clicking the "Next (Personal Info)" button


COREid User Manager - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/identity/oblix/apps/userservcenter/bin/userservcenter.cgi?program=workflowSelfRegistration&ObWorkflowName=obworkflowid%3Dwfqs20050802T15114426233%2CobcontainerId%3Dwc
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Registration - Business *Denotes Required Fields.
Personal Information
Prefix / First Name* / Middle Initial / Last Name* / Suffix None None
eMail*
Retype eMail
Business Address Line 1*
Business Address Line 2
Locality/City* / State* / Postal Code* North Carolina
Business Phone* / Ext.
Business Mobile Number
Job Title
Date of Birth*
<< Prev (User Type)
Next (Password Info) >>
Cancel
NORTH CAROLINA A better place to be www.nc.gov
Privacy Policy Disclaimer Contact Us
Trusted sites
Start
Inbox - Microsoft Outlook
COREid User Manager...
ITSeBillingUserManual-3[...
eBilling User Training Pro...
9:43 AM

- User should complete the information as specified.
- Click the Next (Password Info) button to continue

Password Information


COREid User Manager - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/identity/oblix/apps/userservcenter/bin/userservcenter.cgi?program=workflowSelfRegistration&ObWorkflowName=obworkflowid%3Dwfqs20050802T151144262333%2CobcontainerId%3Dwc
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Registration - Business *Denotes Required Fields.
Password Information
Requested User ID*
(User ID Help)
Password*
(Password Help)
New Password
Retype Password
Choose from among nineteen (19) different challenge questions
You MUST answer five (5) different questions
The answers to these five (5) questions will be used as prompts in the event that you forget your password
Please select questions that have only one short, clear answer and can be remembered easily
Challenge Question 1* / Challenge Answer 1* What was the Name of your First Pet?
Challenge Question 2* / Challenge Answer 2* What is your Maternal Grandmother's Maiden name?
Challenge Question 3* / Challenge Answer 3* In what City did you meet your Spouse or Significant other?
Challenge Question 4* / Challenge Answer 4* What is the Middle Name of your Youngest Child?
Challenge Question 5* / Challenge Answer 5* What is your Oldest Sibling's Middle name?
<< Prev (Personal Info)
Next (Review Collected Data) >>
Cancel
Privacy Policy Disclaimer Contact Us
Trusted sites
Start
Inbox - Microsoft Outlook
COREid User Manager...
ITSeBillingUserManual-3[...
eBilling User Training Pro...
9:53 AM

- User should complete the information as specified.
- Click the Next (Review Collected Data) button to continue

Login Failed Message

If your login fails for some reason, you will see the screen in Figure 5 below.

Login Failed! Invalid UserID and/or Password, Please try again.
For assistance please call the Customer Support Center at 800-722-3946 or 919-754-6000.
Please enter your Login User ID and Password. If you are a new user to the State of North Carolina, please select First Time NCID User.
User ID:
Forgot your User ID?
Password:
Forgot Your Password?
login
clear
help

Figure 5: "Login Failed" message

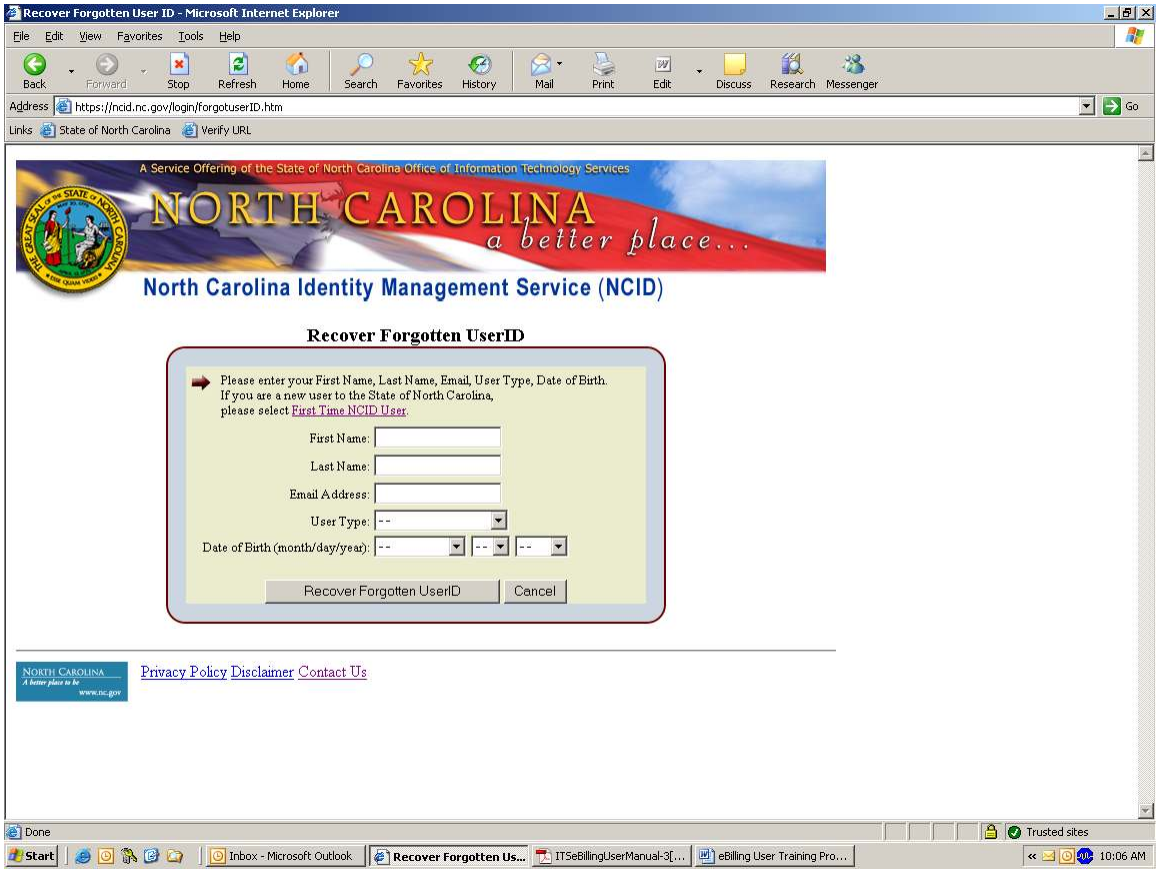
If this happens, make corrections and key your NCID User ID and password and click login again.

NOTE: If your login fails three times in a row NCID will lock your ID. If this happens, please contact your Billing Administrator (ABA) or your Organization NCID Administrator.

If you have forgotten your ID or Password you can click on either "Forgot" button to recall your code

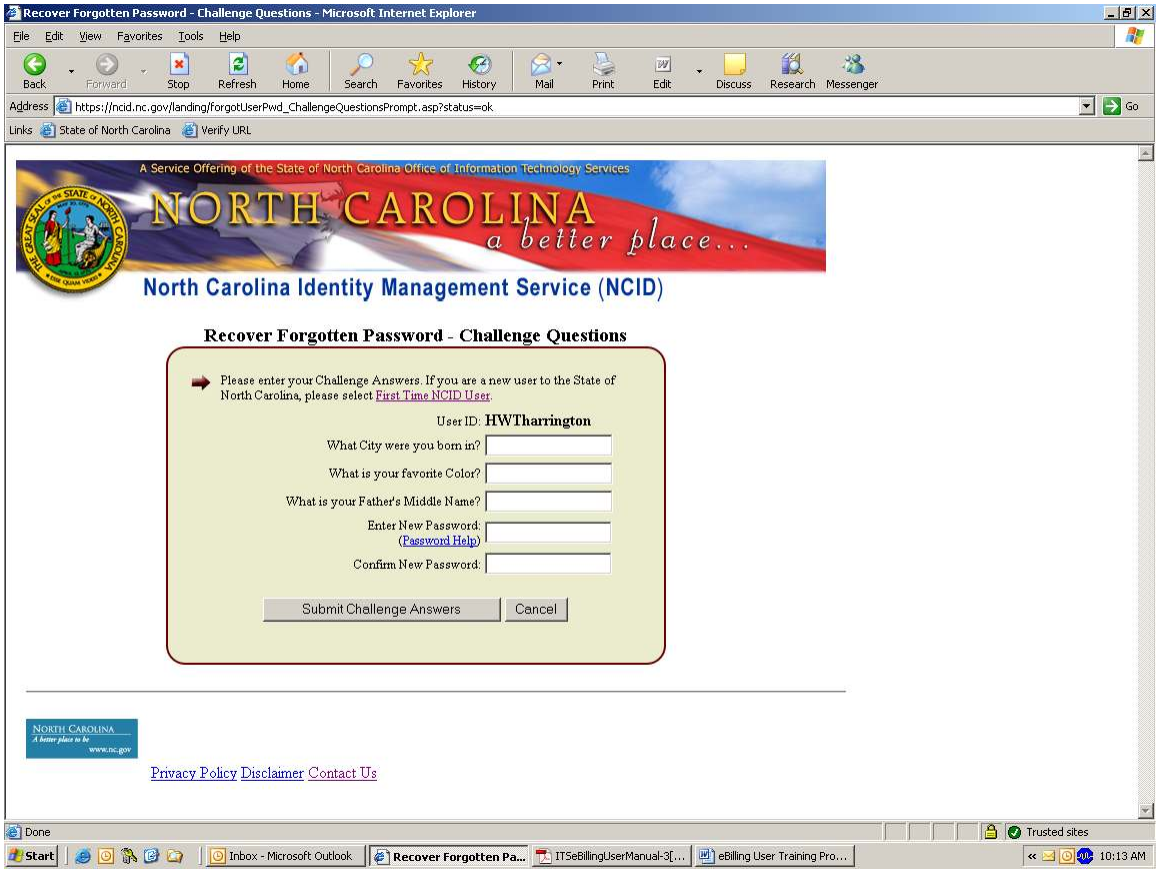
- **Forgot your User ID?**
- **Forgot Your Password?**

Forgot your UserID

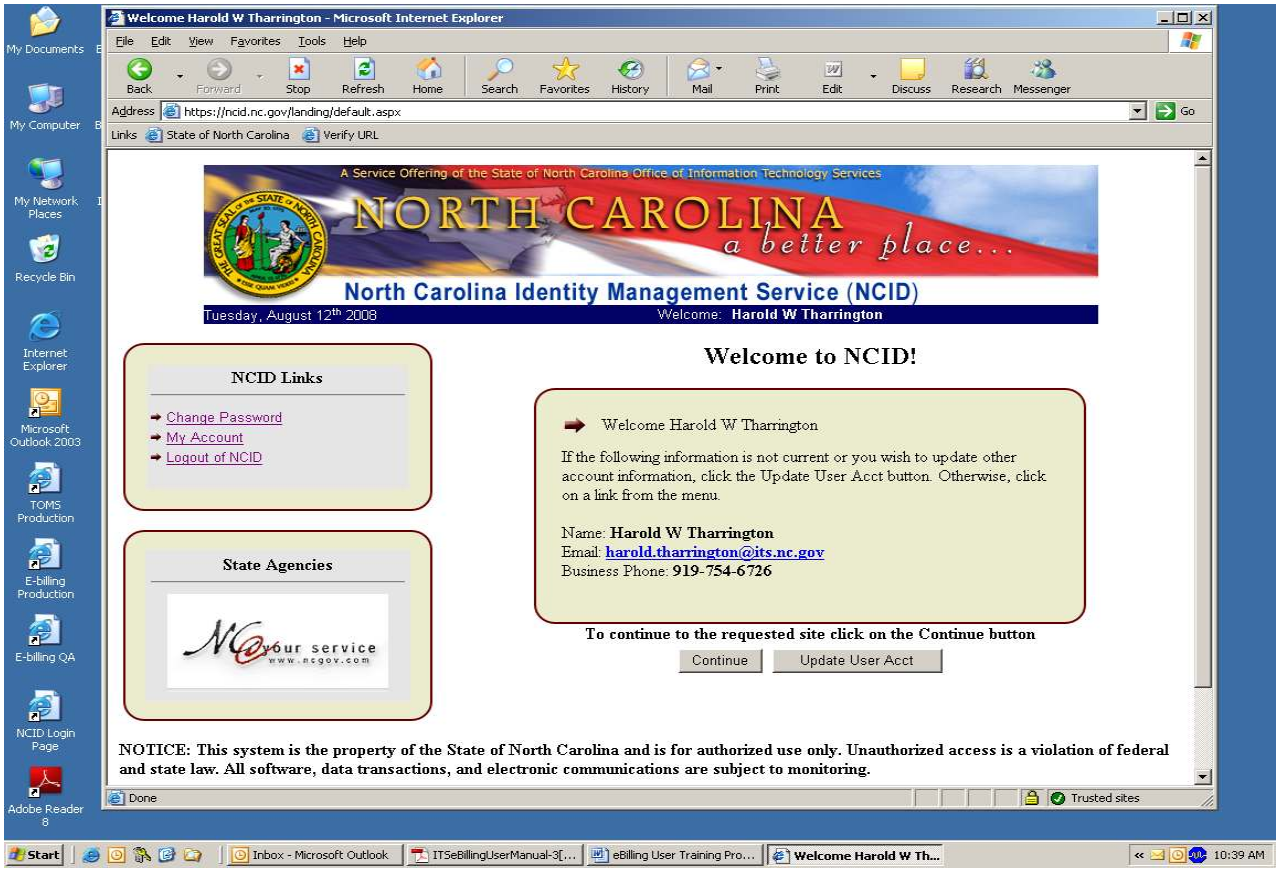

Recover Forgotten User ID - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/login/forgotuserID.htm
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Recover Forgotten UserID
Please enter your First Name, Last Name, Email, User Type, Date of Birth.
If you are a new user to the State of North Carolina,
please select First Time NCID User.
First Name:
Last Name:
Email Address:
User Type:
Date of Birth (month/day/year):
Recover Forgotten UserID
Cancel
Privacy Policy Disclaimer Contact Us
Done
Trusted sites
Start
Inbox - Microsoft Outlook
Recover Forgotten Us...
ITSeBillingUserManual-3[...
eBilling User Training Pro...
10:06 AM

- Enter the required information and click the “Recover Forgotten UserID” bar.
    - Continue to enter the required data.

Forgot Your Password?


Recover Forgotten Password - Challenge Questions - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/landing/forgotUserPwd_ChallengeQuestionsPrompt.asp?status=ok
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Recover Forgotten Password - Challenge Questions
Please enter your Challenge Answers. If you are a new user to the State of North Carolina, please select First Time NCID User.
User ID: HWTharrington
What City were you born in?
What is your favorite Color?
What is your Father's Middle Name?
Enter New Password:
(Password Help)
Confirm New Password:
Submit Challenge Answers
Cancel
Privacy Policy Disclaimer Contact Us
Done
Trusted sites
Start
Inbox - Microsoft Outlook
Recover Forgotten Pa...
ITSeBillingUserManual-3[...
eBilling User Training Pro...
10:13 AM

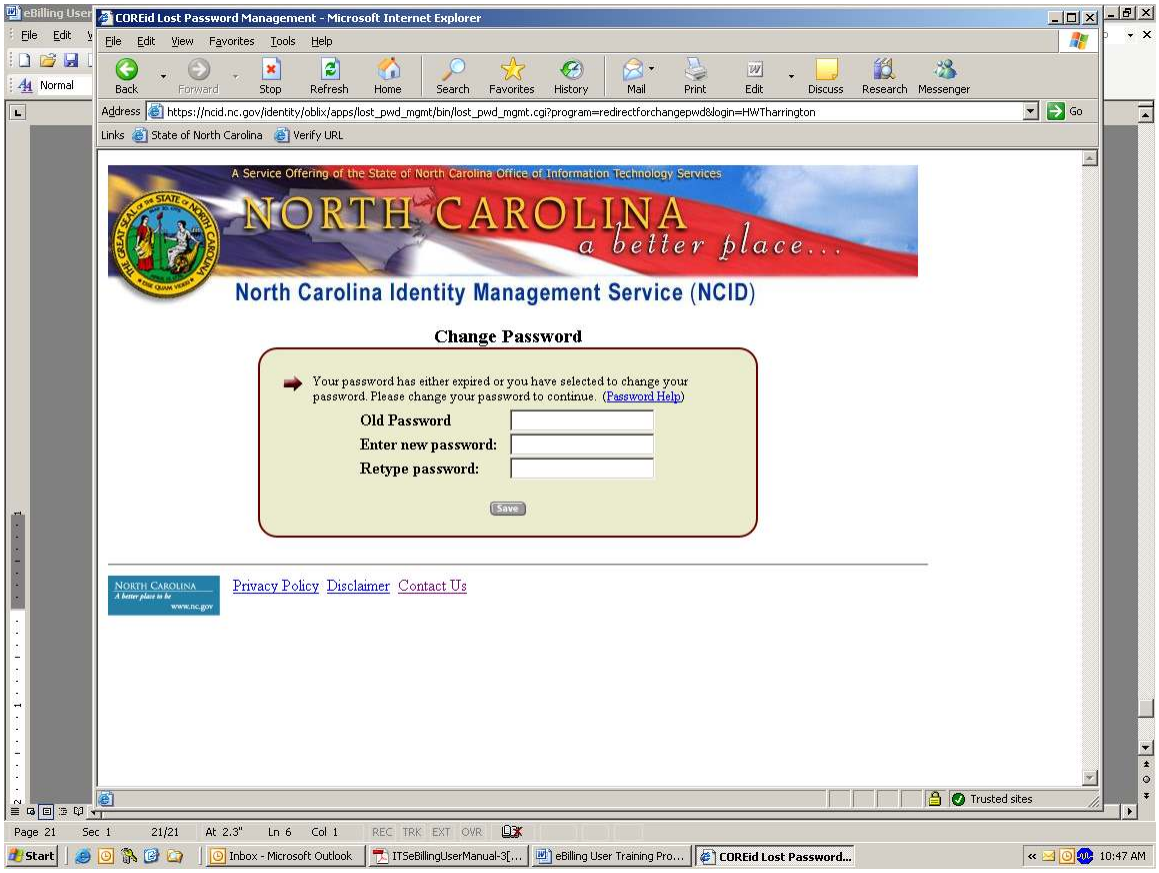
- Enter the required information and click the “Submit Challenge Answers” bar.
  - Continue to enter the required data.


Welcome Harold W Tharrington - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address https://ncid.nc.gov/landing/default.aspx
Links State of North Carolina Verify URL
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Tuesday, August 12th 2008
Welcome: Harold W Tharrington
NCID Links
Change Password
My Account
Logout of NCID
State Agencies
Welcome to NCID!
Welcome Harold W Tharrington
If the following information is not current or you wish to update other account information, click the Update User Acct button. Otherwise, click on a link from the menu.
Name: Harold W Tharrington
Email: harold.tharrington@its.nc.gov
Business Phone: 919-754-6726
To continue to the requested site click on the Continue button
Continue
Update User Acct
NOTICE: This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.
Done
Trusted sites
Start
Inbox - Microsoft Outlook
ITSeBillingUserManual-3[...
eBilling User Training Pro...
Welcome Harold W Th...
10:39 AM

- **Welcome to NCID**
  - Change Password
  - My Account – View Account Information
  - Logout of NCID
  - Continue (This will carry you to the eBilling menu screen)
  - Update User Acct

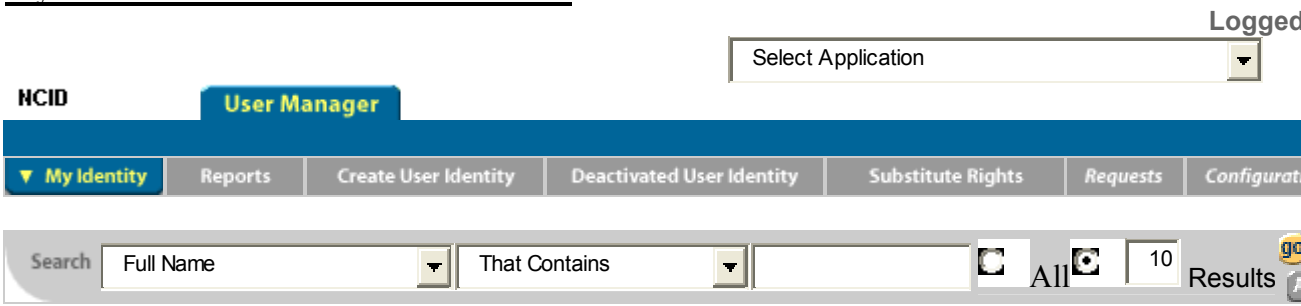
** Each tab above will carry you to a specific function within this "Welcome to NCID" screen.

Change Password


COREid Lost Password Management - Microsoft Internet Explorer
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Change Password
Your password has either expired or you have selected to change your password. Please change your password to continue. (Password Help)
Old Password
Enter new password:
Retype password:
Save
Privacy Policy Disclaimer Contact Us

- Enter the Password information as requested.
  - Click the save button.

My Account – View Account Information



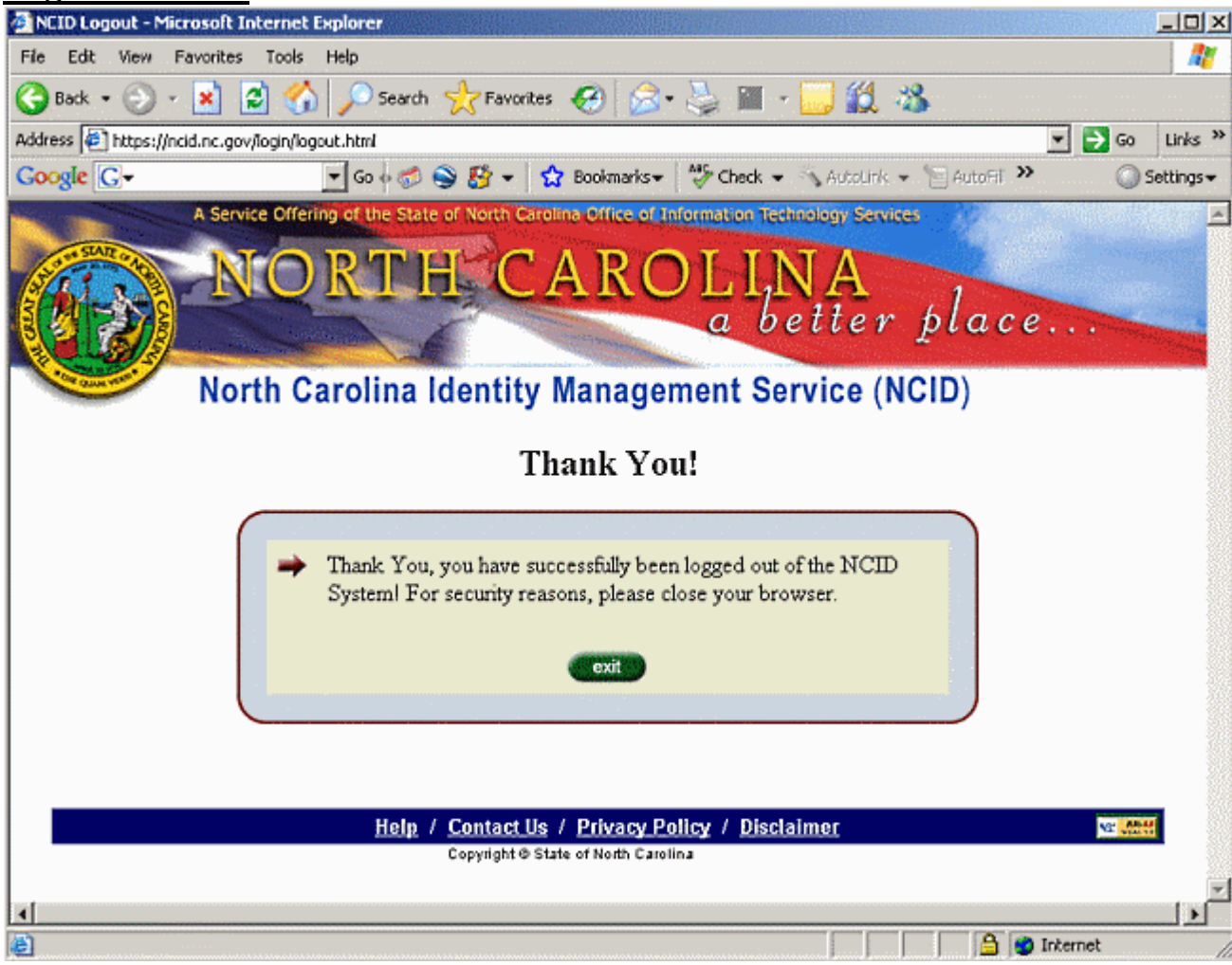
This is the screen where you can change your NCID profile.

The tab bar "Contact Info" will allow you to change your business address, email address, telephone number and other data that is shown on the screen.

The tabs at the top of the page will allow you to view and change the information if needed. "Personal Info" , "Password info", "Contact Info" and "Account Info".

Click "modify", make changes, and then click "save". This will complete the change process.

Logout of NCID


NCID Logout - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://ncid.nc.gov/login/logout.html
Go Links
Google Go Bookmarks Check AutoLink AutoFill Settings
A Service Offering of the State of North Carolina Office of Information Technology Services
NORTH CAROLINA
a better place...
North Carolina Identity Management Service (NCID)
Thank You!
Thank You, you have successfully been logged out of the NCID System! For security reasons, please close your browser.
exit
Help / Contact Us / Privacy Policy / Disclaimer
Copyright © State of North Carolina
Internet

- **Click the "exit" button to close the system.**

Menu screen ("Select an eBill")

Once you log in successfully, you will receive the "Select an eBill" screen, like the one in Figure 6, below:

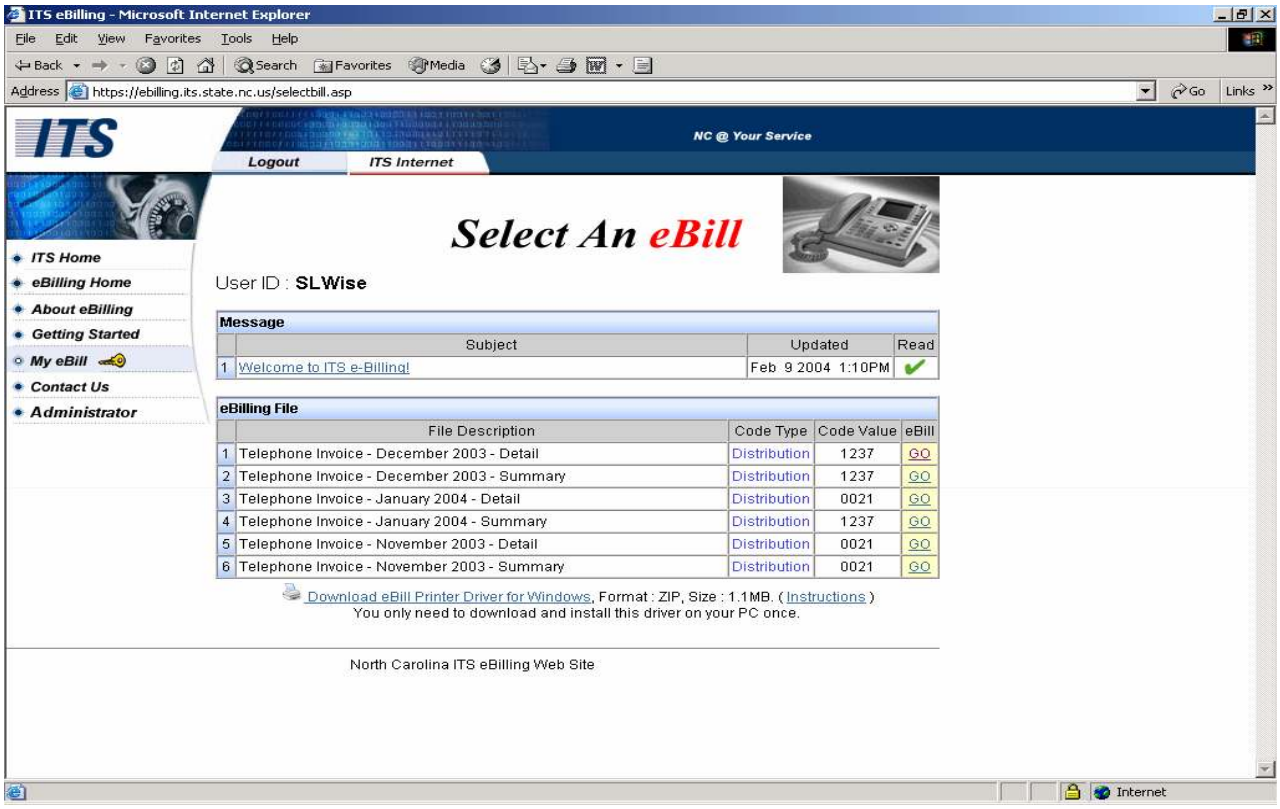

ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://ebilling.its.state.nc.us/selectbill.asp
Go Links
ITS
NC @ Your Service
Logout
ITS Internet
ITS Home
eBilling Home
About eBilling
Getting Started
My eBill
Contact Us
Administrator
Select An eBill
User ID : SLWise
Message
Subject
Updated
Read
1 Welcome to ITS e-Billing!
Feb 9 2004 1:10PM
eBilling File
File Description
Code Type
Code Value
eBill
1 Telephone Invoice - December 2003 - Detail Distribution 1237 GO
2 Telephone Invoice - December 2003 - Summary Distribution 1237 GO
3 Telephone Invoice - January 2004 - Detail Distribution 0021 GO
4 Telephone Invoice - January 2004 - Summary Distribution 1237 GO
5 Telephone Invoice - November 2003 - Detail Distribution 0021 GO
6 Telephone Invoice - November 2003 - Summary Distribution 0021 GO
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Figure 6: Select an eBill screen

Notice that:

- Clicking on the "Logout" button will log you out of eBilling. Please see the section on Logging Out.
- Clicking on the "My eBill" button will return you to this screen.
- Clicking on the eBilling Administrator button will carry you to the Adm. functions.
- The screen includes confirmation of your User ID: In Figure 6, above, the User ID indicates the User is "SLWise"

After that, the screen is divided into two areas:

- ***Messages*** – These are notices sent to you by ITS. If you have any unread messages you should read them before going on to your eBill. Please see the section on Messages.

NOTE: this section does not appear on your screen if no messages have been sent to you.

- ***eBilling File*** – This is a menu of eBills that you can access.

Accessing Messages

The ***Messages*** section of the "Select an eBill" screen is a table just below the User ID. If you have no messages, none will be listed. If you do, you will see one line for each message.

Each line contains four fields:

- *Message number*
- *Subject* – what the message is about. Note that the Subject of your messages is underlined. It is a link to the message.
- *Updated* – the date the message was created or modified
- *Read* – a green check mark means you have already read this message. If you have not read the message, this column is blank.

NOTE: eBilling messages are announcements sent to you from ITS. They are important messages. *You should read any unread messages before you access any bill.* **You cannot reply to a message from the eBilling application.**

To read an eBilling message, click on the underlined Subject. A window will open with your message, as in Figure 7 below.

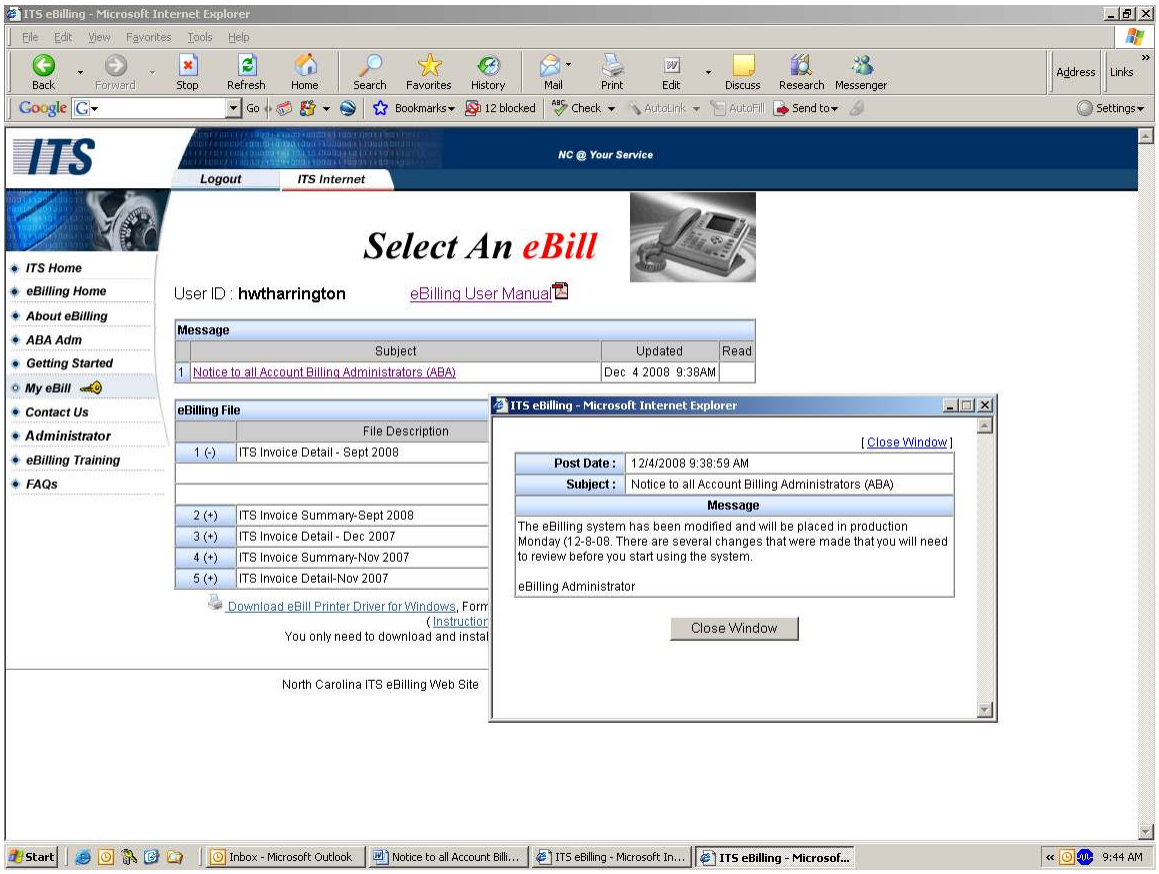
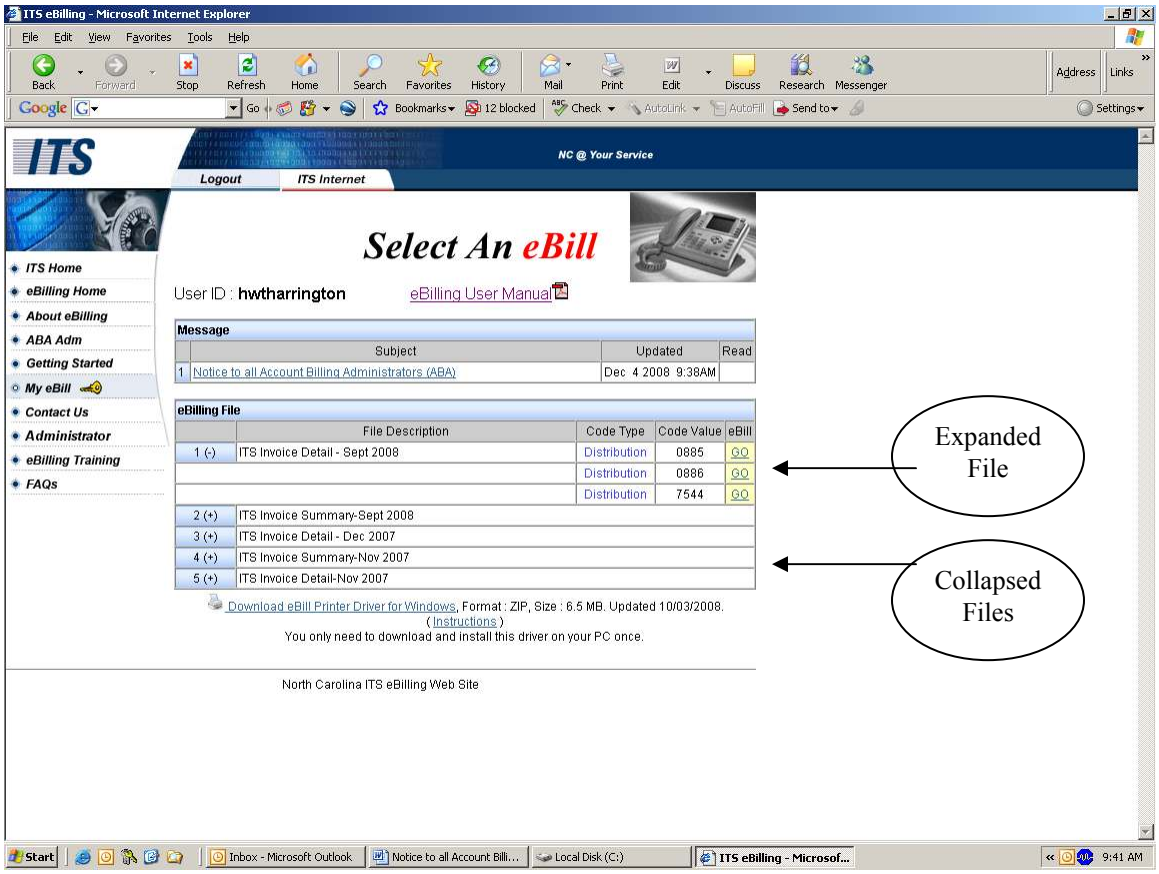

ITS eBilling - Microsoft Internet Explorer
NC @ Your Service
Logout
ITS Internet
Select An eBill
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
User ID : hwtharrington
eBilling User Manual
Message
Subject
Updated
Read
1 Notice to all Account Billing Administrators (ABA) Dec 4 2008 9:38AM
eBilling File
File Description
1 (-) ITS Invoice Detail - Sept 2008
2 (+) ITS Invoice Summary-Sept 2008
3 (+) ITS Invoice Detail - Dec 2007
4 (+) ITS Invoice Summary-Nov 2007
5 (+) ITS Invoice Detail-Nov 2007
Download eBill Printer Driver for Windows
You only need to download and instal
North Carolina ITS eBilling Web Site
ITS eBilling - Microsoft Internet Explorer
[Close Window]
Post Date : 12/4/2008 9:38:59 AM
Subject : Notice to all Account Billing Administrators (ABA)
Message
The eBilling system has been modified and will be placed in production Monday (12-8-08. There are several changes that were made that you will need to review before you start using the system.
eBilling Administrator
Close Window

Figure 7: eBilling message window

When you have read the message, click the "Close Window" button to close the window and return to the eBilling "Select an eBill" screen.

Selecting an invoice

The "eBilling File" table contains a list of electronic invoices you are authorized to access.



1. Each time **My eBill** tab is selected the **Select An eBill** screen will appear with all collapsed files.

2. By selecting a file **number** that specific file will expand, showing all the code types and values assigned.

3. The user can select the file a second time to collapse the files.

The table includes the following fields:

- *Invoice number* -
- *File Description* – This provides information about the invoice, including the invoice date and whether it is a summary or detail invoice.
- *Code Type* – This tells you whether the invoice you access is available by a Distribution Code or by a Department Code. Figure 8 shows invoices available by Distribution Code; Figure 9, by Department Code.
- *Code Value* – This tells you which Distribution Code or Department Code this invoice is for. In Figure 8, the value of the Distribution Code is 1012. In Figure 10, the value of the Department Code is 4107722453401000.

NOTE: The code(s) your invoice is available by was requested by your ABA " Billing Administrator". You cannot change this. If it is incorrect, please ask your ABA to contact ITS.

- *EBill* – This column contains links labeled "GO". Click this link to access the invoice listed on that line.

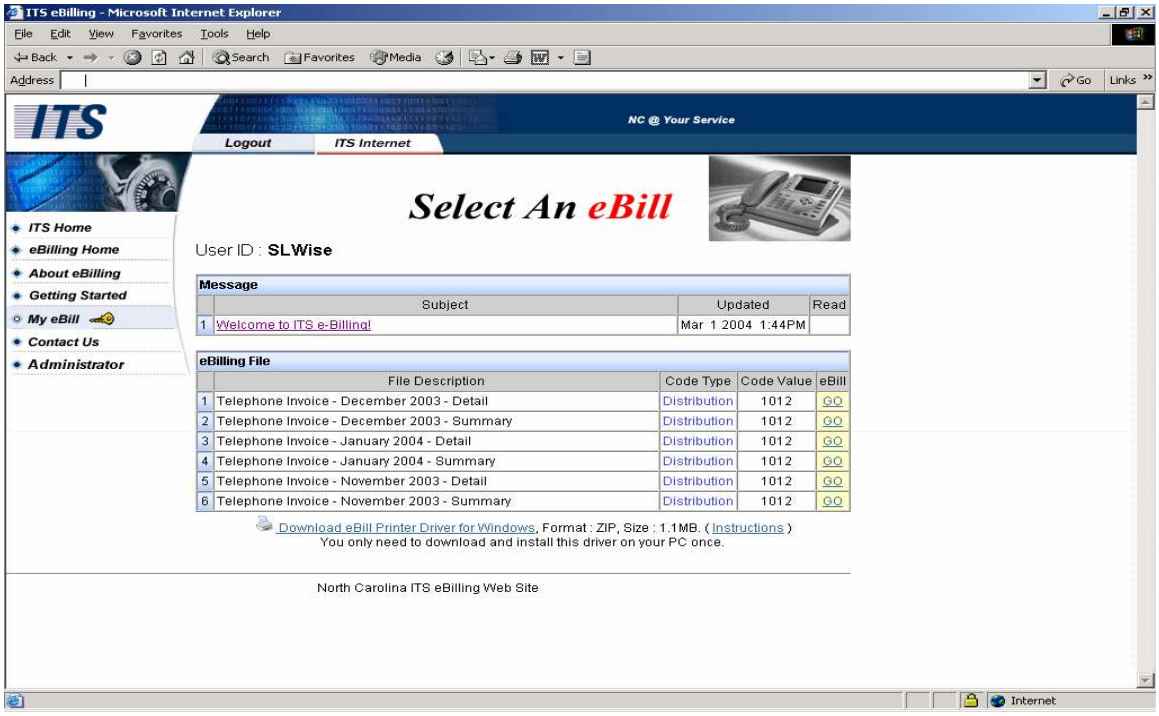

ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address
Go Links
ITS
NC @ Your Service
Logout
ITS Internet
ITS Home
eBilling Home
About eBilling
Getting Started
My eBill
Contact Us
Administrator
Select An eBill
User ID : SLWise
Message
Subject
Updated
Read
1 Welcome to ITS e-Billing!
Mar 1 2004 1:44PM
eBilling File
File Description
Code Type
Code Value
eBill
1 Telephone Invoice - December 2003 - Detail Distribution 1012 GO
2 Telephone Invoice - December 2003 - Summary Distribution 1012 GO
3 Telephone Invoice - January 2004 - Detail Distribution 1012 GO
4 Telephone Invoice - January 2004 - Summary Distribution 1012 GO
5 Telephone Invoice - November 2003 - Detail Distribution 1012 GO
6 Telephone Invoice - November 2003 - Summary Distribution 1012 GO
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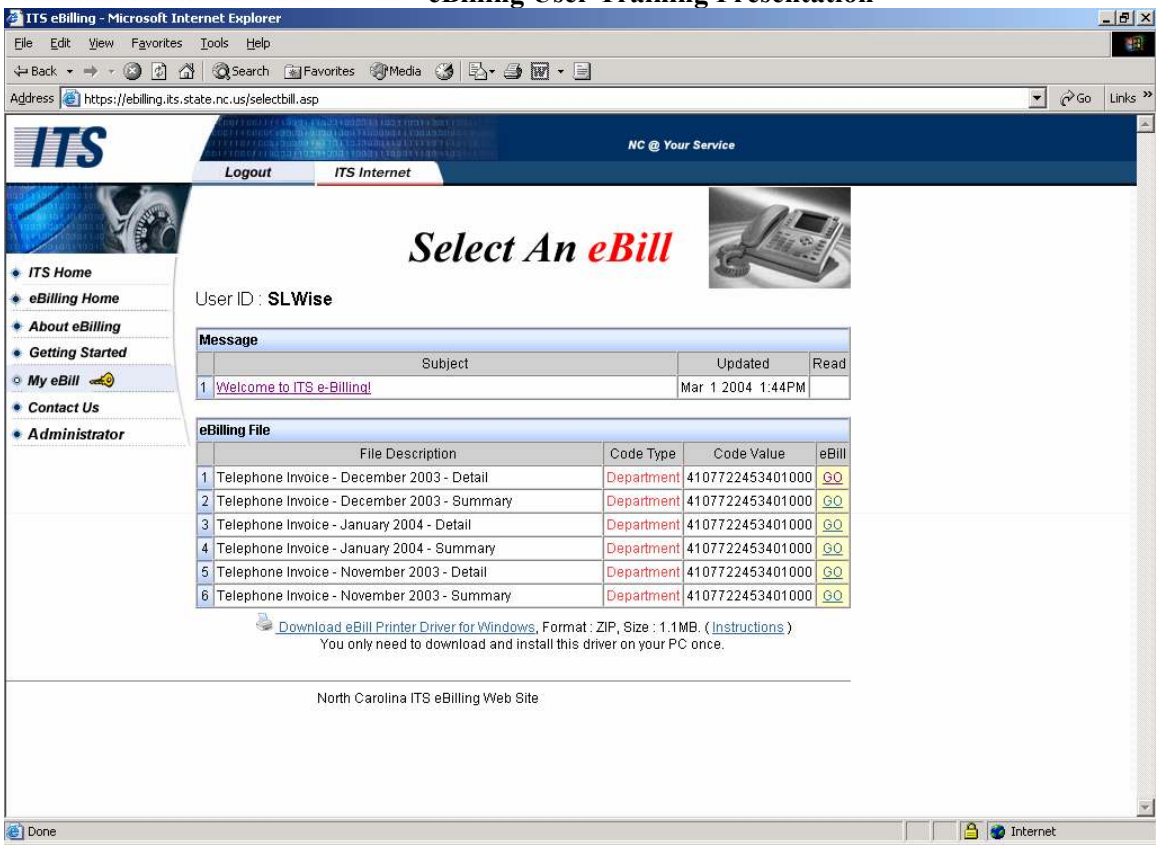
Figure 8: Electronic invoices available by Distribution Code


ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address https://ebilling.its.state.nc.us/selectbill.asp
ITS
NC @ Your Service
Logout
ITS Internet
Select An eBill
ITS Home
eBilling Home
About eBilling
Getting Started
My eBill
Contact Us
Administrator
User ID : SLWise
Message
Subject
Updated
Read
1 Welcome to ITS e-Billing! Mar 1 2004 1:44PM
eBilling File
File Description
Code Type
Code Value
eBill
1 Telephone Invoice - December 2003 - Detail Department 4107722453401000 GO
2 Telephone Invoice - December 2003 - Summary Department 4107722453401000 GO
3 Telephone Invoice - January 2004 - Detail Department 4107722453401000 GO
4 Telephone Invoice - January 2004 - Summary Department 4107722453401000 GO
5 Telephone Invoice - November 2003 - Detail Department 4107722453401000 GO
6 Telephone Invoice - November 2003 - Summary Department 4107722453401000 GO
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Done
Internet

Figure 9: Electronic invoices available by Department Code

Multiple codes per invoice

Some users are authorized to access electronic invoices for more than one Distribution Code or Department Code. In this case, the "Select an eBill" screen lists the invoice once, and lists each of the codes the user may access after it.

Figure 10, below, show the "December 2003 – Detail" invoice available for three different Department Codes:

- 4107722453146000,
- 4107722453401000,
- 4107722453410000.

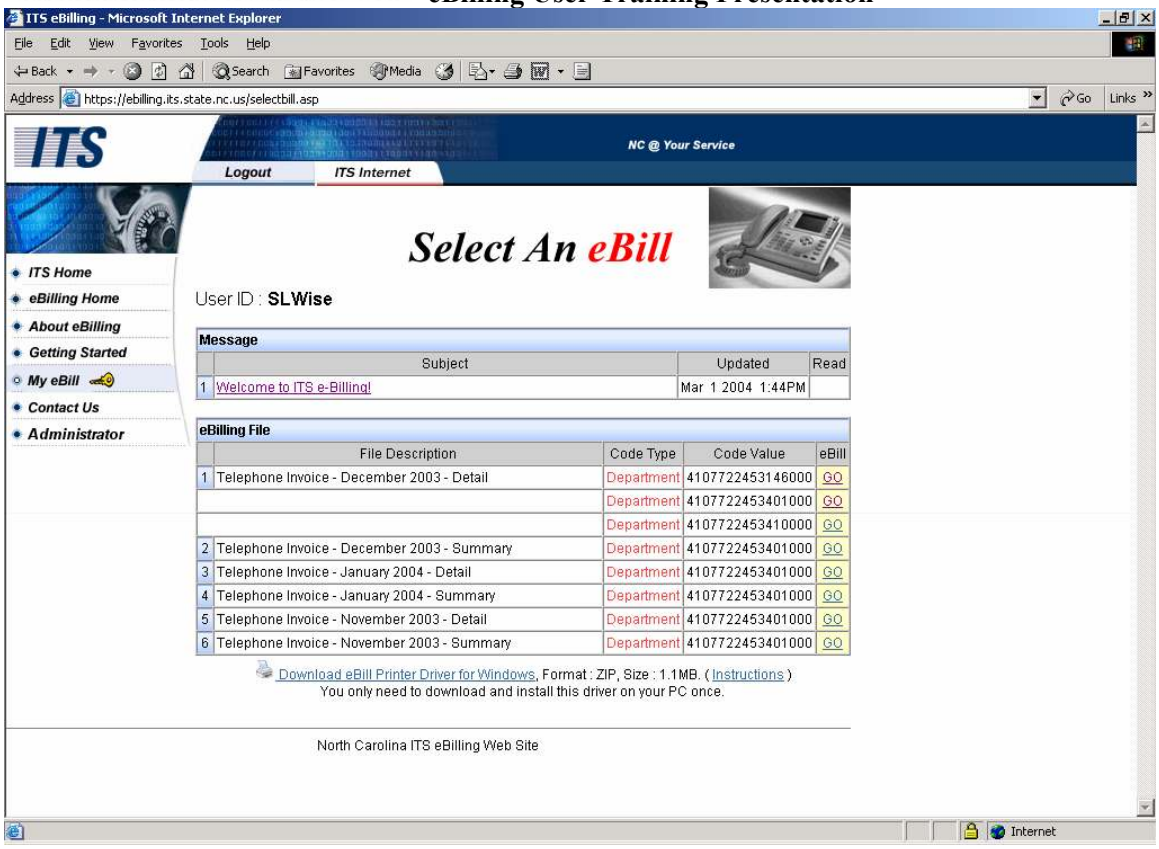
ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://ebilling.its.state.nc.us/selectbill.asp
Go Links
ITS
NC @ Your Service
Logout
ITS Internet
Select An eBill
ITS Home
eBilling Home
About eBilling
Getting Started
My eBill
Contact Us
Administrator
User ID : SLWise
Message
Subject
Updated
Read
1 Welcome to ITS e-Billing! Mar 1 2004 1:44PM
eBilling File
File Description
Code Type
Code Value
eBill
1 Telephone Invoice - December 2003 - Detail Department 4107722453146000 GO
Department 4107722453401000 GO
Department 4107722453410000 GO
2 Telephone Invoice - December 2003 - Summary Department 4107722453401000 GO
3 Telephone Invoice - January 2004 - Detail Department 4107722453401000 GO
4 Telephone Invoice - January 2004 - Summary Department 4107722453401000 GO
5 Telephone Invoice - November 2003 - Detail Department 4107722453401000 GO
6 Telephone Invoice - November 2003 - Summary Department 4107722453401000 GO
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Figure 10: An electronic invoice available by more than one Department Code

Accessing an invoice

Once you identify the invoice you want to access, just click “GO” to the right of the code you want to access.

Navigating an invoice

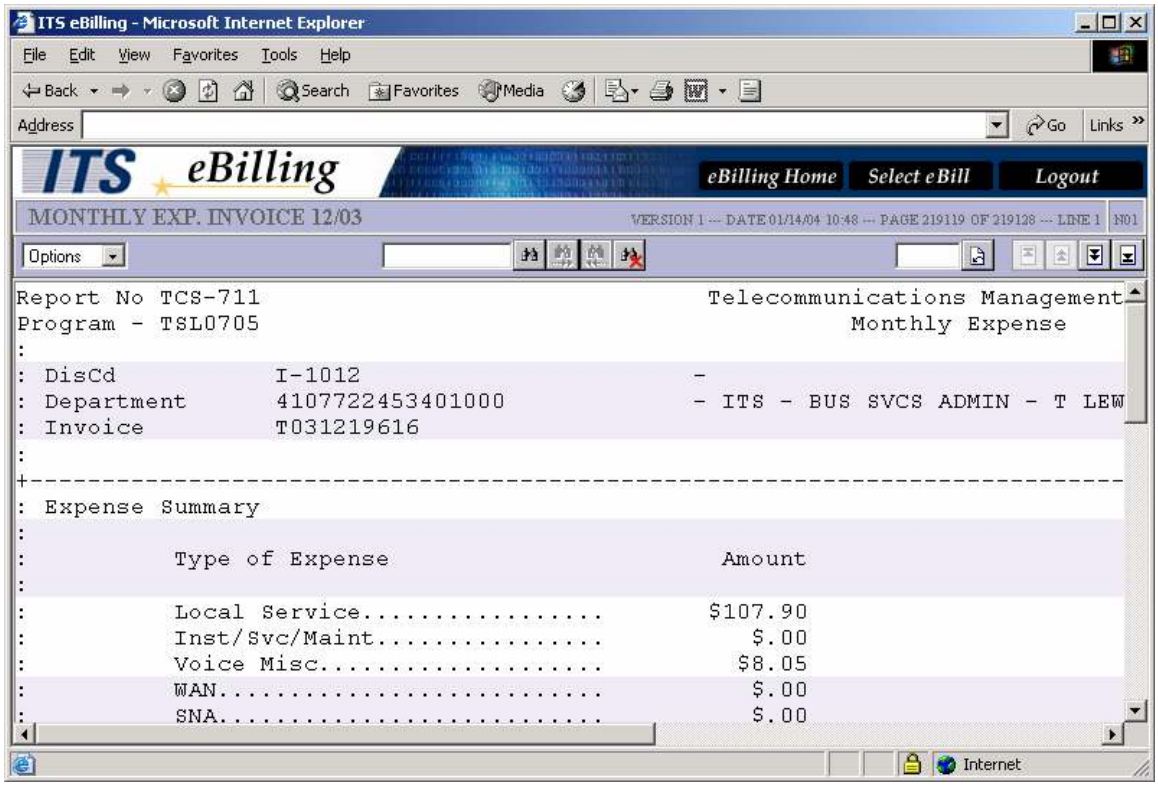


Figure 11: Accessing your eBill

Changing the View

Once you click "GO" on the "Select an eBill" screen, you will be taken to a screen similar to the one in Figure 11, above. Note that this is an exact image of the bill that used to be delivered in paper format.

In some cases, you may be unable to see the entire bill on your screen, as above. If that is the case, you have several options:

- Maximize the window to full screen
- Change the font size to a smaller size
- Use the scroll bars to see areas of the page that do not appear on the screen.

Maximize the window to full screen

If the bill appears in a window that does not occupy the entire computer screen, you may enlarge it to full screen size. After maximizing the window to full screen, the bill may appear like Figure 12, below:

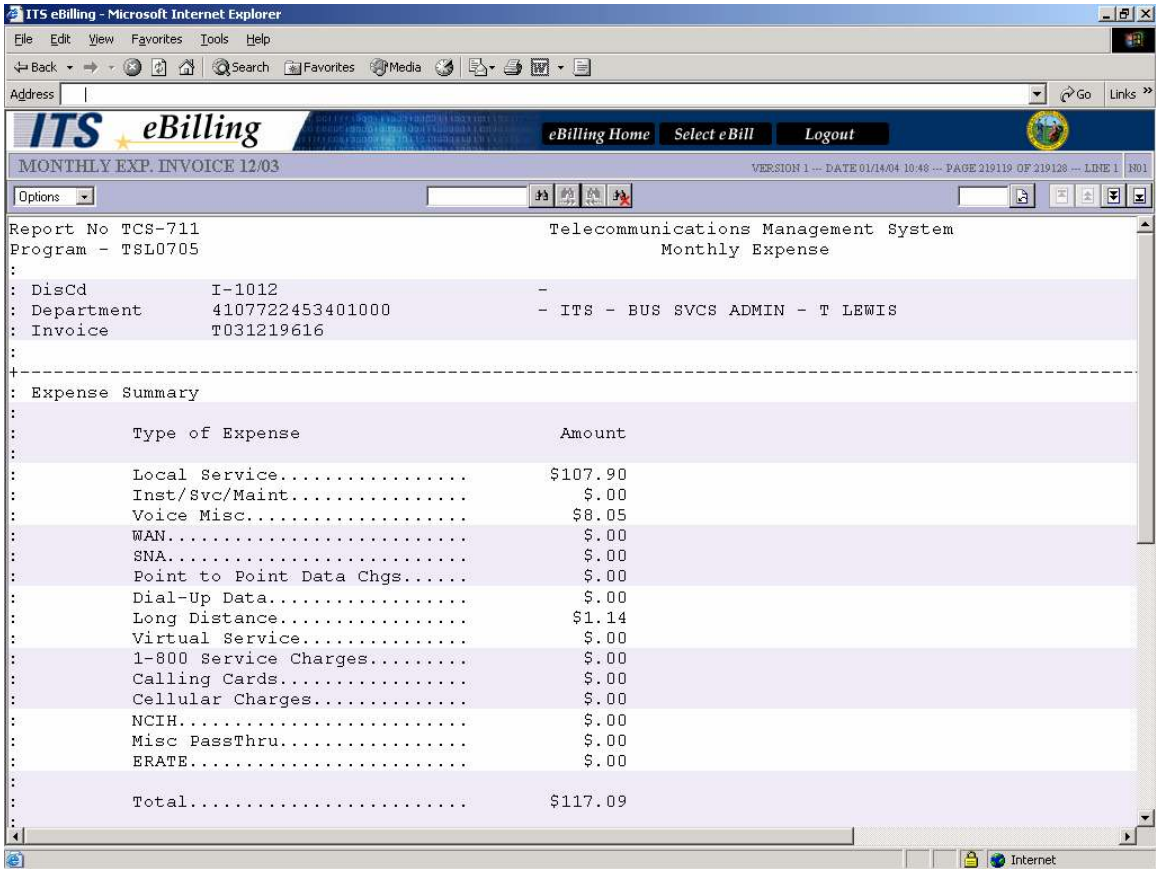


Figure 12: The same eBill, after maximizing the window to full screen.

Use scroll bars

You can also use the scroll bars to view parts of the page:

- Use the Horizontal Scroll Bar, across the bottom of the screen, to move to the right or left on the page.
- Use the Vertical Scroll Bar, along the right side of the screen, to move up and down on the page. Figure 13 shows the use of the Vertical Scroll Bar to move down on the same page.

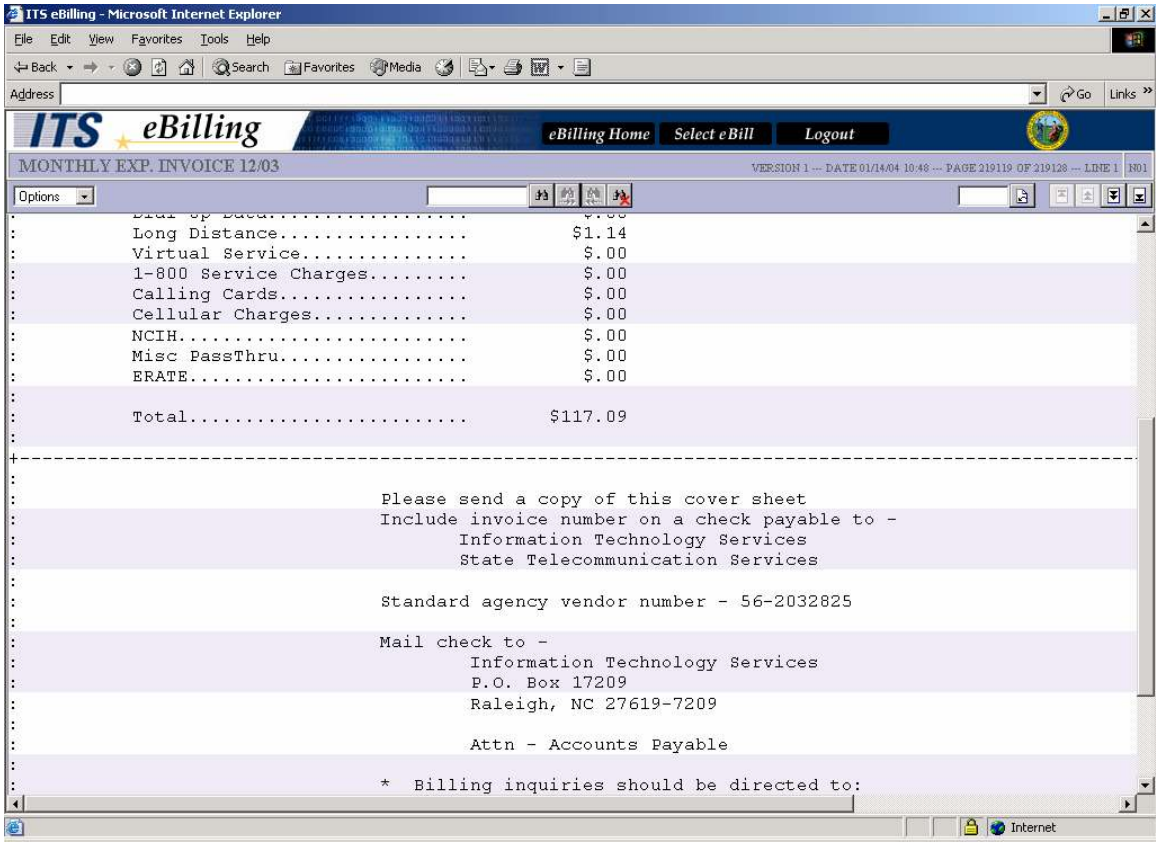


Figure 13: Use the Vertical Scroll Bar to move up or down on the page.

Change the font size

You may also try to reduce the size of your browser's type font to get more of the page on the screen. To do this,

- In *Internet Explorer* – Use the View Menu's Text Size option, and select a smaller font size. Figure 14 shows the same bill in Internet Explorer using the smallest font

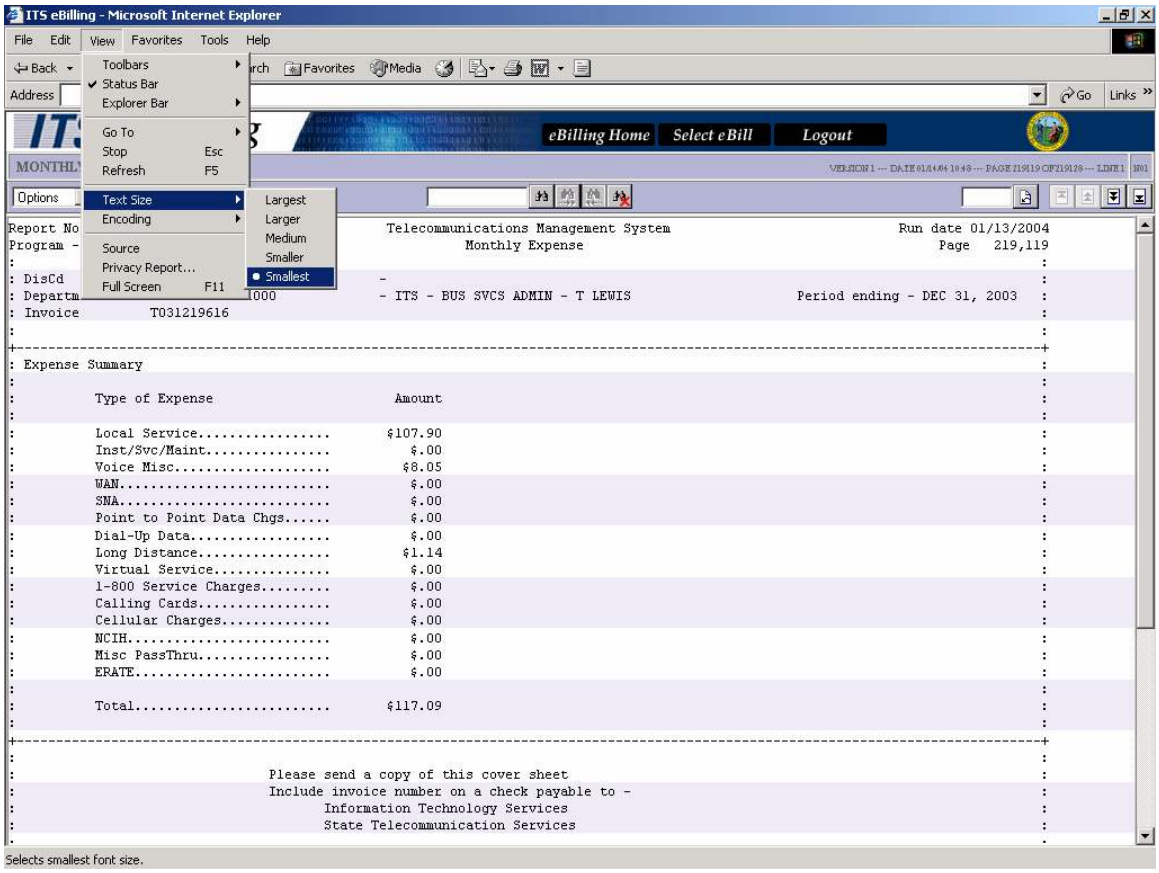


Figure 14: The same bill, viewed with the smallest font. Use the View Menu's "Text Size" option to select this

eBilling navigation tools

At the top of the screen, eBilling provides three tools to assist you in navigating your invoice:

1. eBilling Screen Header – Has the ITS eBilling on the left, followed by three buttons:
   - *eBilling Home* – Takes you to the eBilling home page
   - *Select an eBill* – Takes you to the eBilling "*Select an eBill*" page.
   - *Logout* – Logs you out of eBilling
2. Invoice header – This provides information about the invoice:
   - On the left, there is a terse invoice description, including month and year
   - On the right, there is the page number within the bill.
3. Invoice eBilling Navigation Bar – The eBilling Navigation Bar offers several functions that will make it easier for you to move around inside your bill: (These will be explained in the next section).
   - Options Menu (left) - Use this menu to Print, Download, or email your bill.
   - Find Tool (center) – Use this to search for a specific text string within your bill.
   - Page Tool (right) – Use this to move around page by page.
   -

NOTE: If you call ITS to discuss a question on your bill, please use this page number.

Using eBilling Navigation Bar

This section explains how to use the functions provided by the eBilling Navigation Bar.

Page tool

The grouping of icons on the right is the Page Tool. It provides the option to:

- *Move to a specific page* – To do this, enter the page number within your bill that you want to move to, then click the "Go to Page" button to the immediate right of the window.
- *First page* – Clicking this button takes you to the first page of your eBill
- *Page up* – Clicking this takes you to the page before the current one.
- *Page down* – Clicking this takes you to the page following the current one.
- *Last page* – Clicking this button takes you to the last page of your eBill.

NOTE: if you enter a page number that falls before the first page of your eBill, you will be taken to the first page of your eBill. If you enter a page number that falls past the end of your eBill, you will be taken to the last page of your eBill.

Find Tool

The center grouping of icons is the Find tool. This allows you to search for a specific string of text in your bill.

To search for a text string, click your mouse in the Find window, then type in the string you wish to search for. For example, if you wish to search your bill for a phone number, type the phone number into the window.

The four buttons to the right of the Find window determine the operation.

- *Find* – This leftmost button searches for the first occurrence of the string you typed. Note that this searches forward from your current point in the bill.
- *Find again* – If you want to find another occurrence of the string after the one you have just found, use this button.
- *Find previous* – Use this button to search backward (up) in your bill.
- *Find reset* – This erases the string to search for.

Tips for searching when you use the "Find" Tool:

- The find tool is not *case-sensitive*. It does not distinguish between upper case and lower case letters. To the Find Tool, ABC is the same as abc is the same as AbC.
- The find tool searches for an exact match for what you have typed. If a phone number you are searching for is listed on the bill as 919-431-1611, you must enter the phone number *exactly* that way. If you enter (919)431-1611, it will not be found.
- If you are accessing your invoice by Distribution Code and you want to move directly to the first page of the next Department Code in the bill, enter the string "Type of Expense" and click Find or Find Again.

Options Menu

The Options Menu, shown in Figure 15, allows you to:

- *Download* – download all or a portion of your eBill to your local PC, so you can work with the data when you are not connected to ITS eBilling.
- *Print* – print all or a portion of your eBill on your local printer
- *Email* – email all or a portion of your bill to an individual or group of individuals. The email option is accessed via the *Print* menu item.

These functions will be discussed separately, below.

Downloading

You can download your bill or part of it into a text file on your PC. Do this by selecting "Download" from the Options Menu.

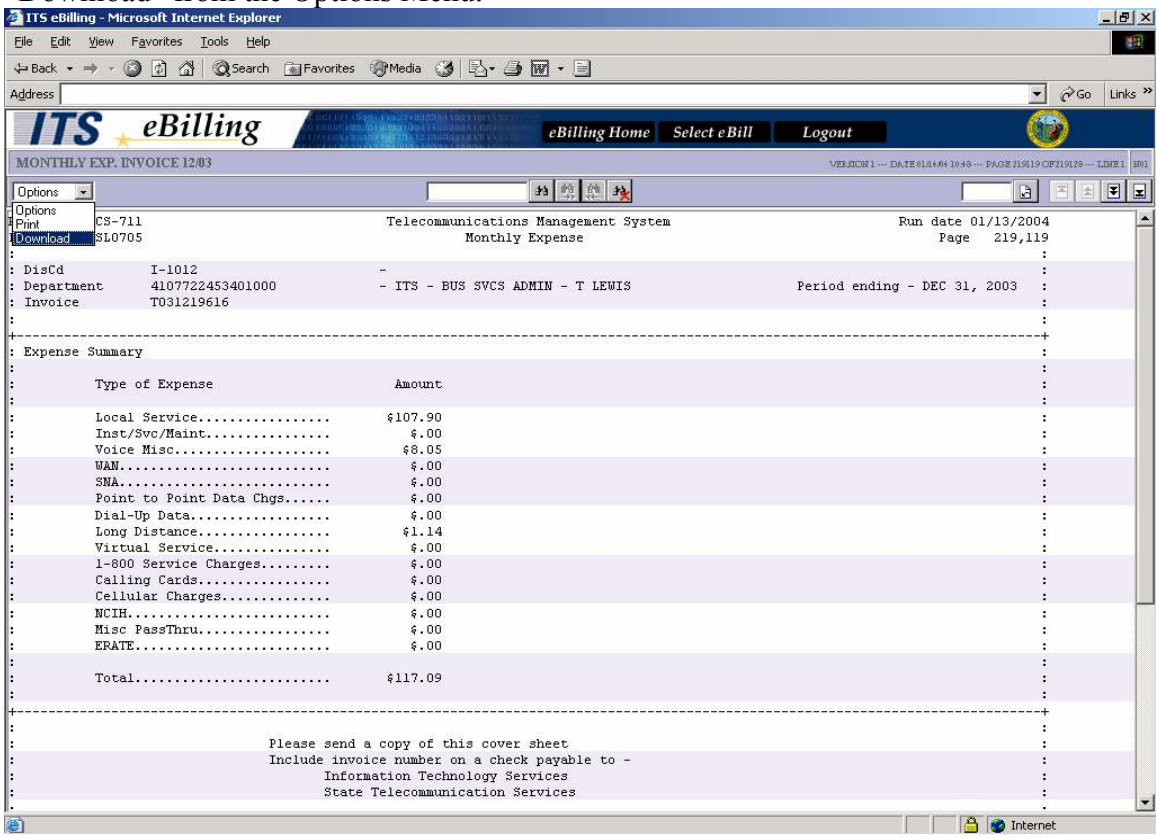


Figure 15: The eBilling Options Menu

When you select Download, you will receive a window like the one in Figure 16.

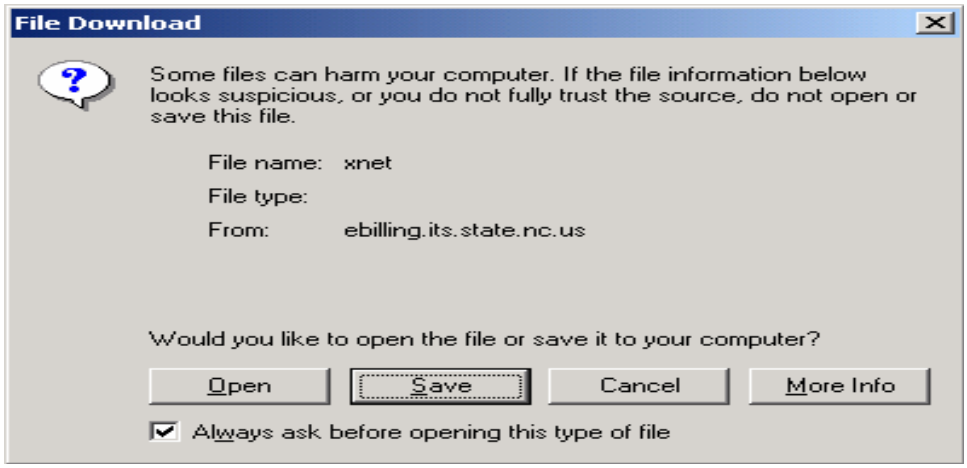

File Download
Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.
File name: xnet
File type:
From: ebilling.its.state.nc.us
Would you like to open the file or save it to your computer?
Open
Save
Cancel
More Info
Always ask before opening this type of file

Figure 16: The Download window

Click the Save button. You will receive a window like the one in Figure 17.

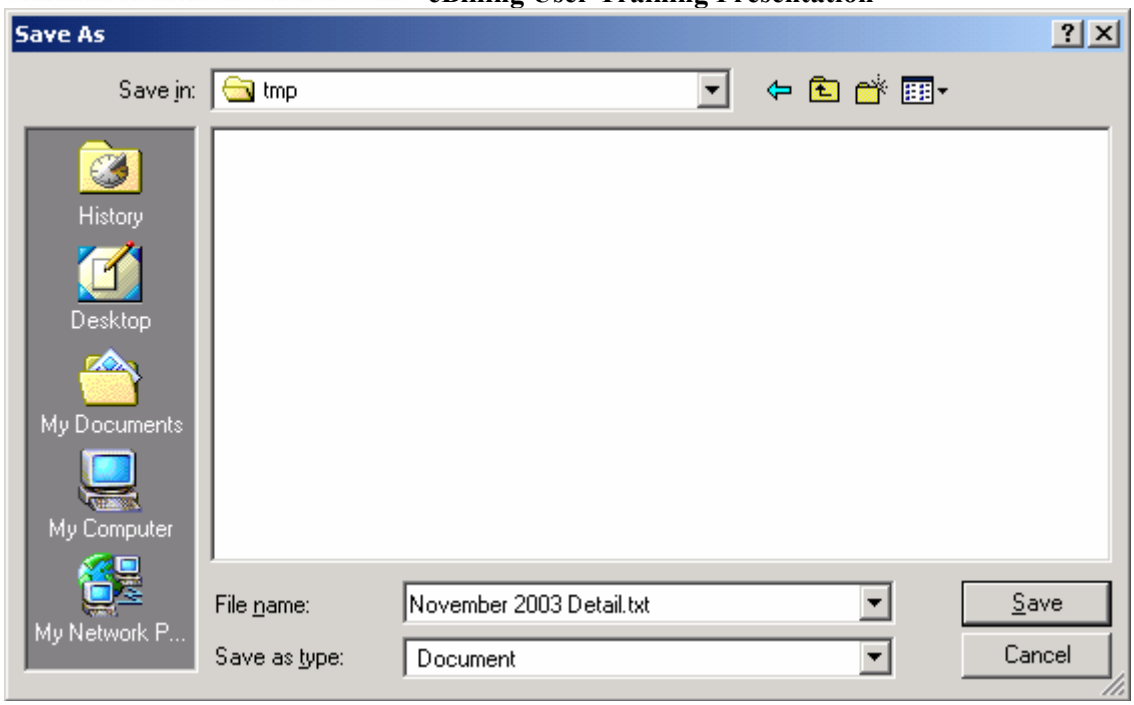


Figure 17: The Save screen.

In the "Save in" window, select the directory into which you wish to save the file. Then set the File name to a name you want to save it as.

NOTE: Be sure to use a file name extension of ".txt" when you create the file name. For example, you may choose to name the downloaded file "November 2003 Detail.txt"

NOTE: The size of the file you download may be quite large. If the bill you receive on paper is large, the file you download will be large. This means it will take a while for the download to complete and the downloaded file will require plenty of space on your PC's hard drive.

When the download is complete, you will receive a window like Figure 18.

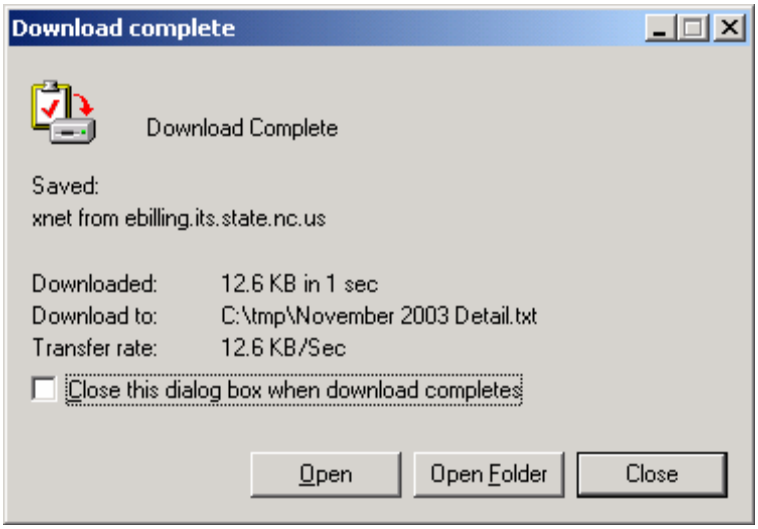


Figure 18: The Download Complete window.

Just click the "Close" button to close the *Download Complete* window.

To access the downloaded file, you can open it with Notepad or WordPad, or a word processor, such as WordPerfect or Microsoft Word, or with any other tool that can access a text file.

Printing your eBill

Printer Driver

Before you print the first time

CONFIGURING YOUR PC FOR PRINTING:
Before you can use eBilling to print to your local printer, you must set up your PC to enable local printing. To do this, go to the "Select an eBill" screen, in Figure 19.

NOTE: You can get to the "Select an eBill" screen by clicking the "My eBill" menu button on the left side of the screen.

Near the bottom of the screen, just beneath the *eBilling File* table there is an underlined link called "Download eBill Printer Driver for Windows." Click this link. You will receive the Windows "File Download" dialog, as in Figure 20.

Click the "Save" button. You will be given the Windows "Save As" dialog, as in Figure 21. Select the directory you want to save it in, and click the "Save" button.

When the download is complete, you will receive the "Download Complete" dialog, as in Figure 22.

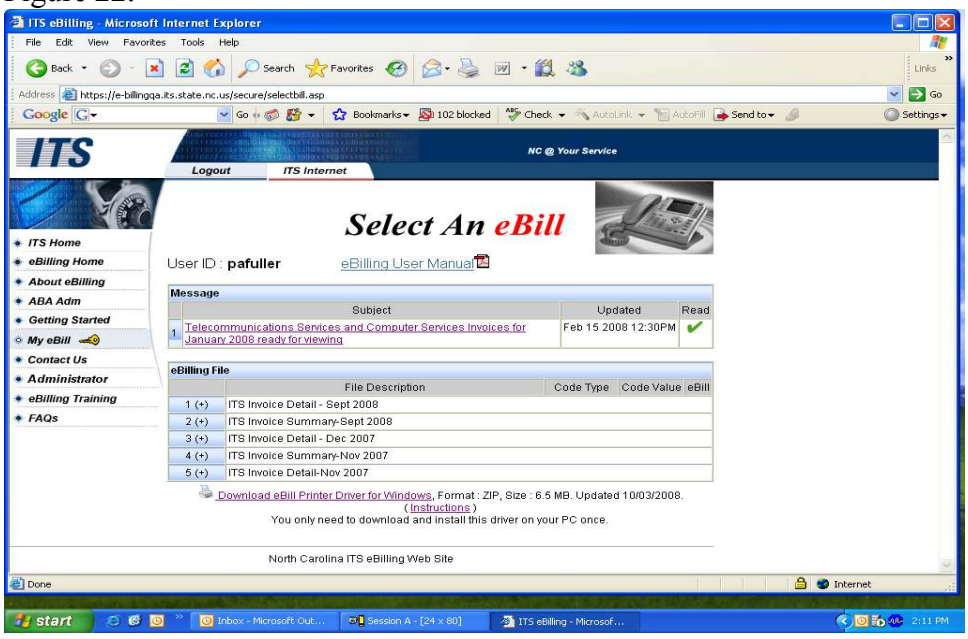


Figure 19: Select an eBill screen. Note the eBill Printer Driver link at bottom.

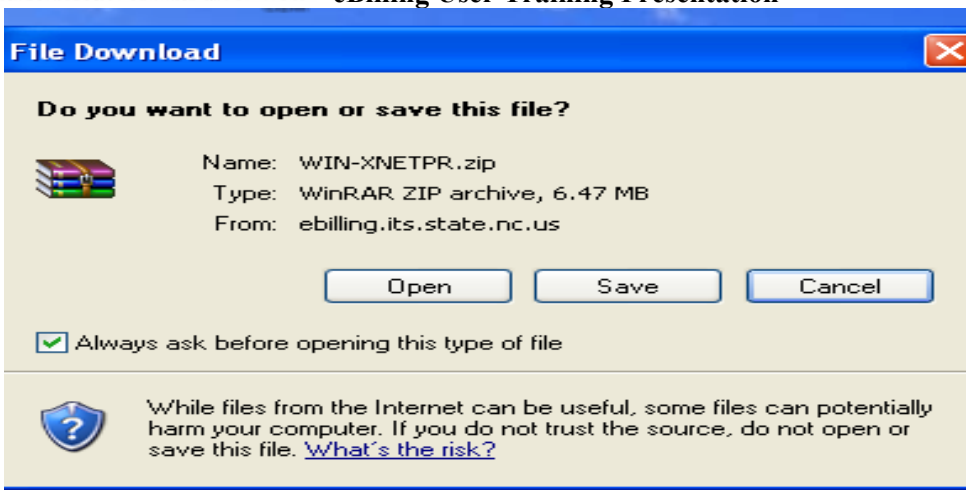

File Download
Do you want to open or save this file?
Name: WIN-XNETPR.zip
Type: WinRAR ZIP archive, 6.47 MB
From: ebilling.its.state.nc.us
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 20: Windows "File Download" dialog for the zipped eBill Printer Driver.

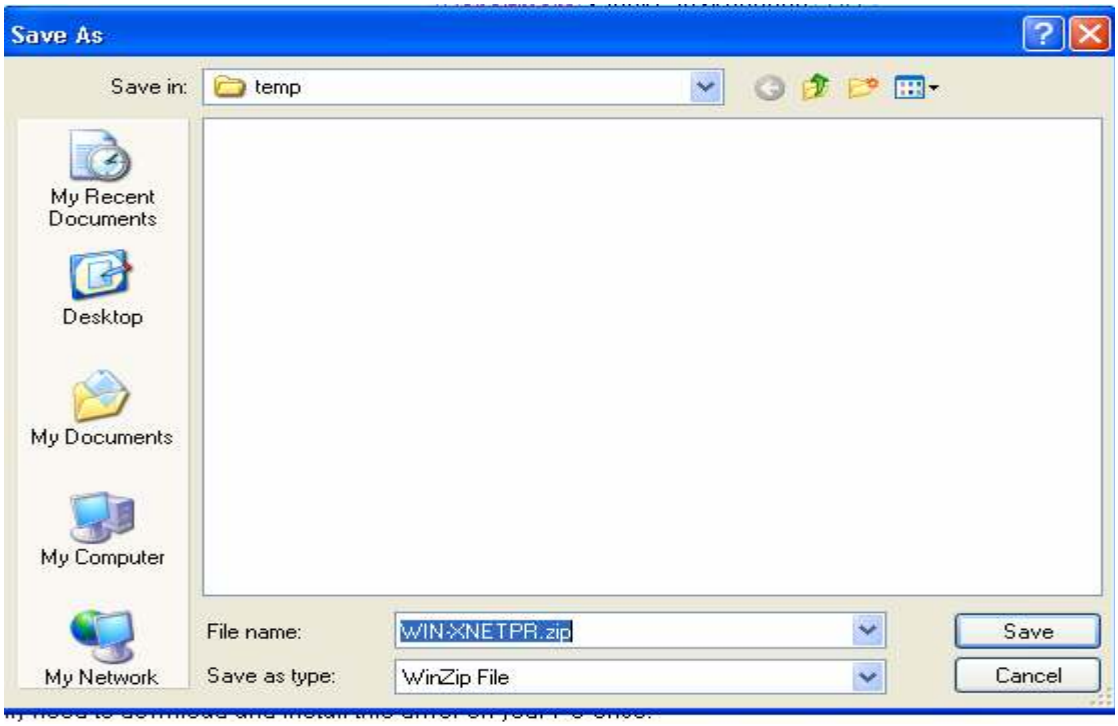


Figure 21: Windows "Save As" dialog for the zipped eBill Printer Driver.

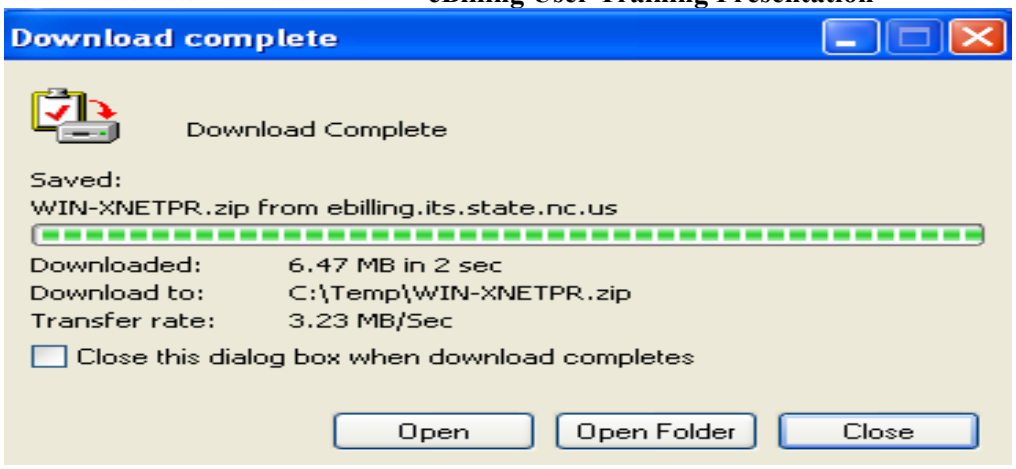


Figure 22: Download Complete dialog for the zipped eBill Printer Driver

After you have saved the file, you must run a zip/unzip utility program. After the file is unzipped, you must run WIN-XNETPR.exe to install the printer driver. To do this, click on the Start button in the lower left of your screen, then select the Run menu. You will get a window that looks like the one in Figure 23, below:

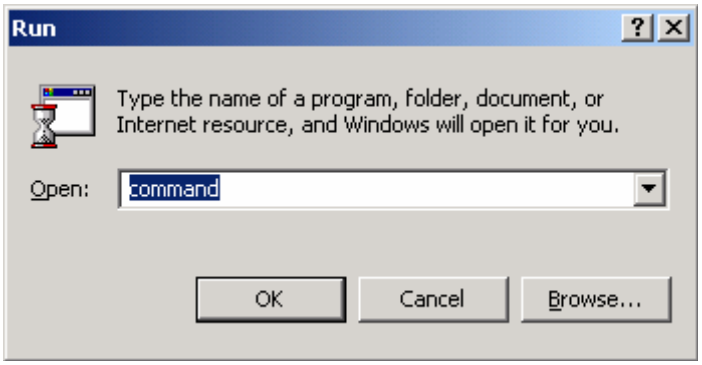


Figure 23: The Run window

When you get this window, click the Browse button. You will get a window like the one in Figure 24, below.

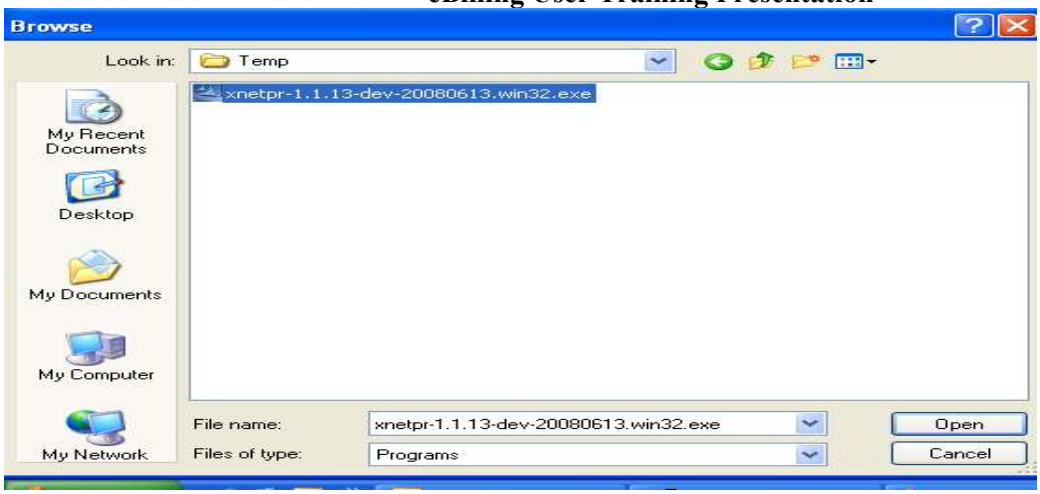


Figure 24: Select the file you downloaded and unzipped.

Browse for the file you downloaded, then click the file name, and then click the "Open" button. You will return to the Run window, with the name of the file filled in, as in Figure 25, below:

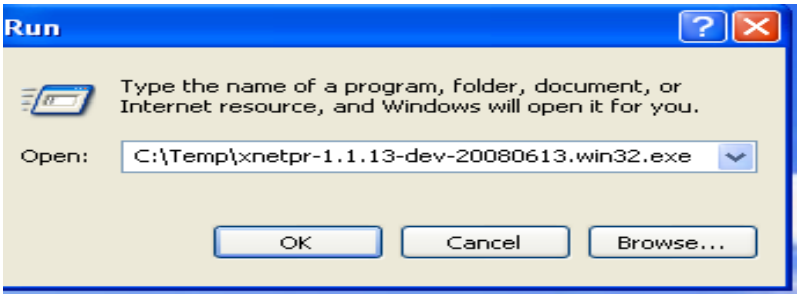


Figure 25: The Run window, with the filename filled in.

Click the "OK" button. This will cause the program to run. The program will extract some files to install, and then it will begin to execute the "Xnet Local Print Extension" program, as in Figure 26, below:

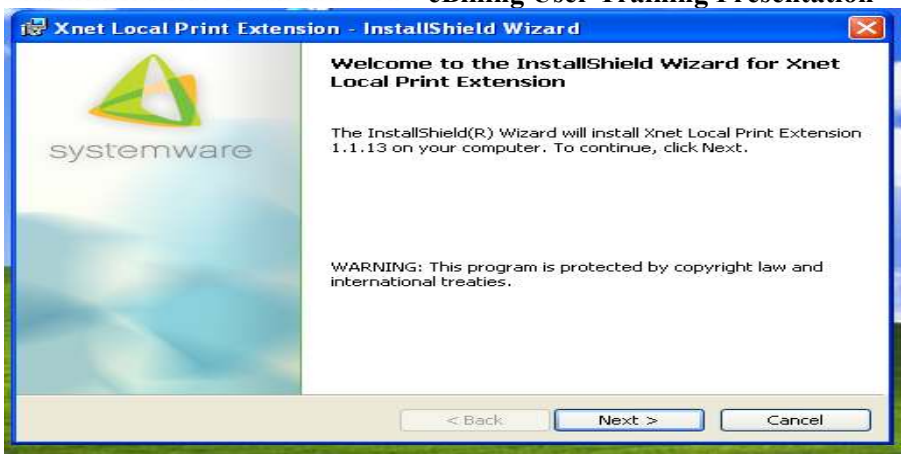

Xnet Local Print Extension - InstallShield Wizard
systemware
Welcome to the InstallShield Wizard for Xnet Local Print Extension
The InstallShield(R) Wizard will install Xnet Local Print Extension 1.1.13 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

Figure 26: Xnet Local Print Extension program startup screen

Click the "Next" button. You will be taken to a new window that asks if you agree with the terms of the Licensing Agreement, as in Figure 27, below.

Xnet Local Print Extension - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
systemware
Licensed Materials - Property of Systemware, Inc.
Copyright© Systemware, Inc. 1997-2008. All rights reserved.
Use, duplication or disclosure restricted by contract with Systemware, Inc.
WARNING: This program is protected by copyright law and international treaties. Unauthorized use, reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
InstallShield
< Back
Next >
Cancel

Figure 27: License agreement

Click the "Yes" button. You will be taken to the "Choose Destination" window, which asks where you want to install the Xnet Local Print Extension, as in Figure 28, below.

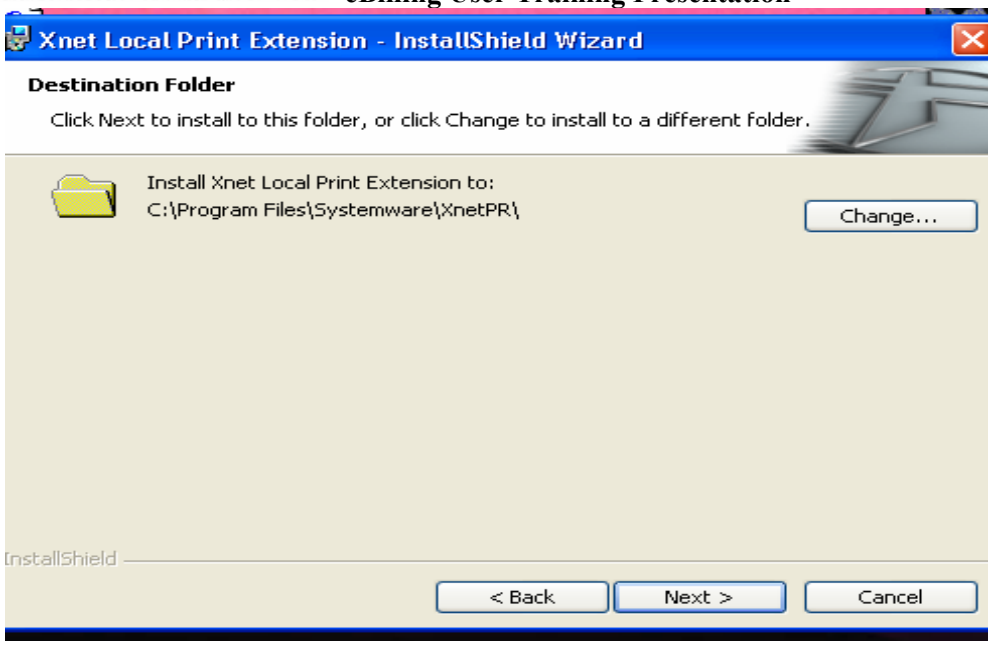

Xnet Local Print Extension - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Xnet Local Print Extension to:
C:\Program Files\Systemware\XnetPR\
Change...
InstallShield
< Back
Next >
Cancel

Figure 28: Change Destination window

Change the destination window by clicking Change… as shown in Figure 28.

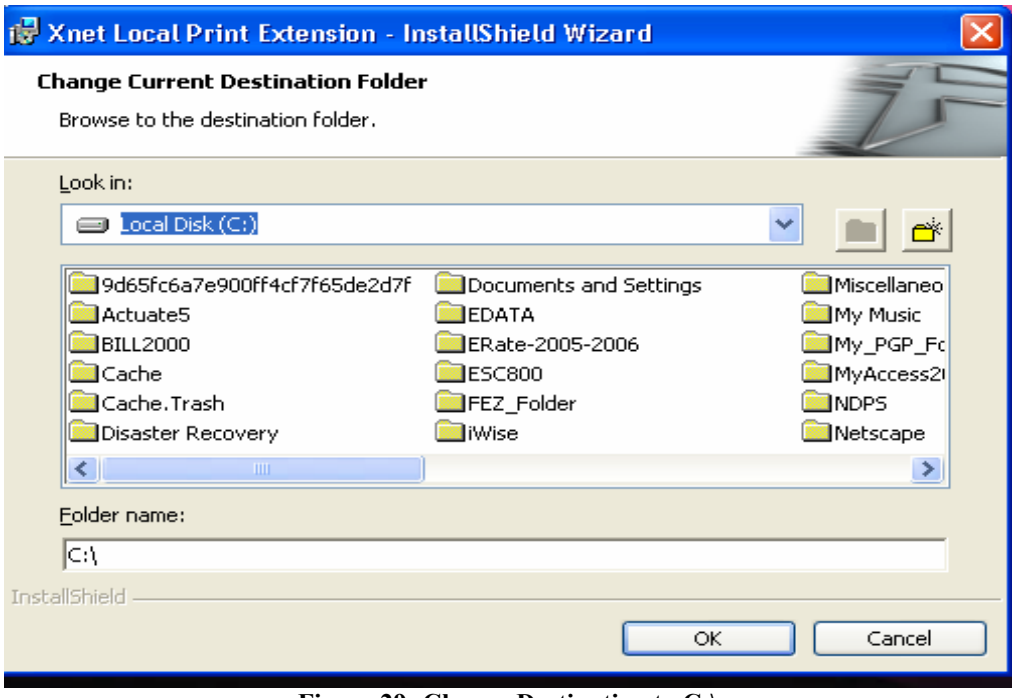


Figure 29: Change Destination to C:

Choose **C:** as the destination folder and click OK as shown in Figure 29.

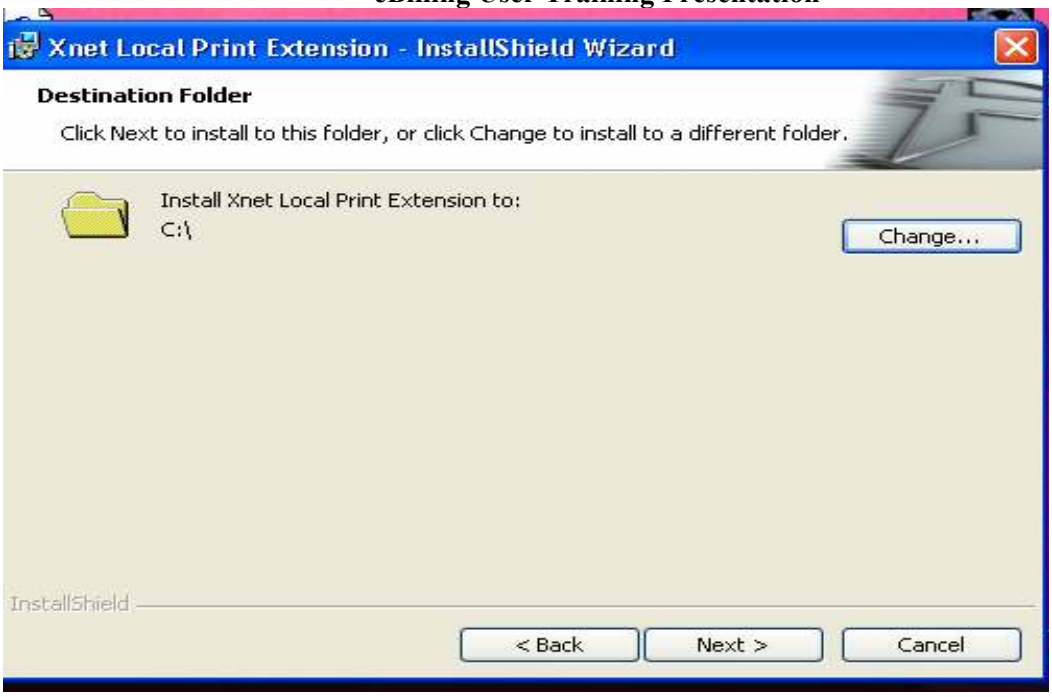

Xnet Local Print Extension - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Xnet Local Print Extension to:
C:\
Change...
InstallShield
< Back
Next >
Cancel

Figure 30: Installing the Print Driver

Click Next > to advance to Figure 30-a Private Data Path

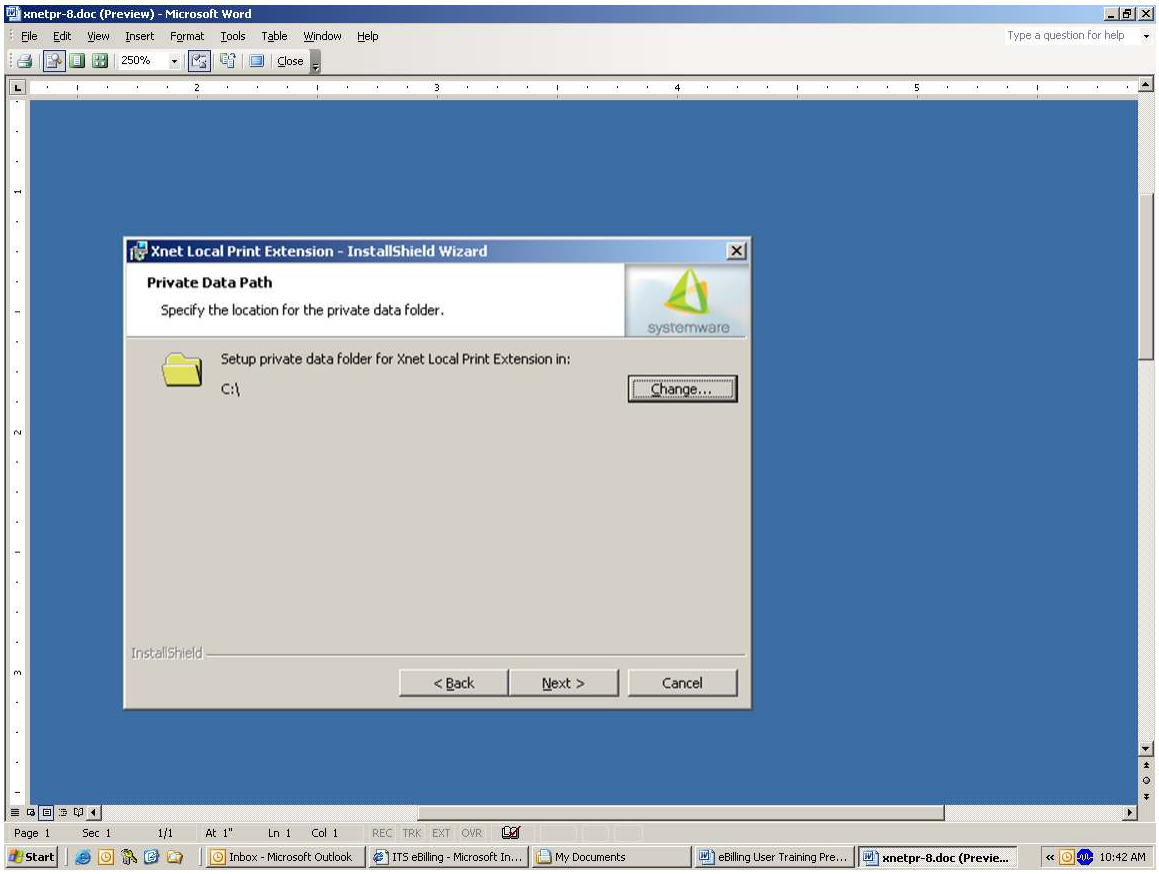


Figure 30-a: Private Data Path

Click **Next >** to begin the installation of the print driver.

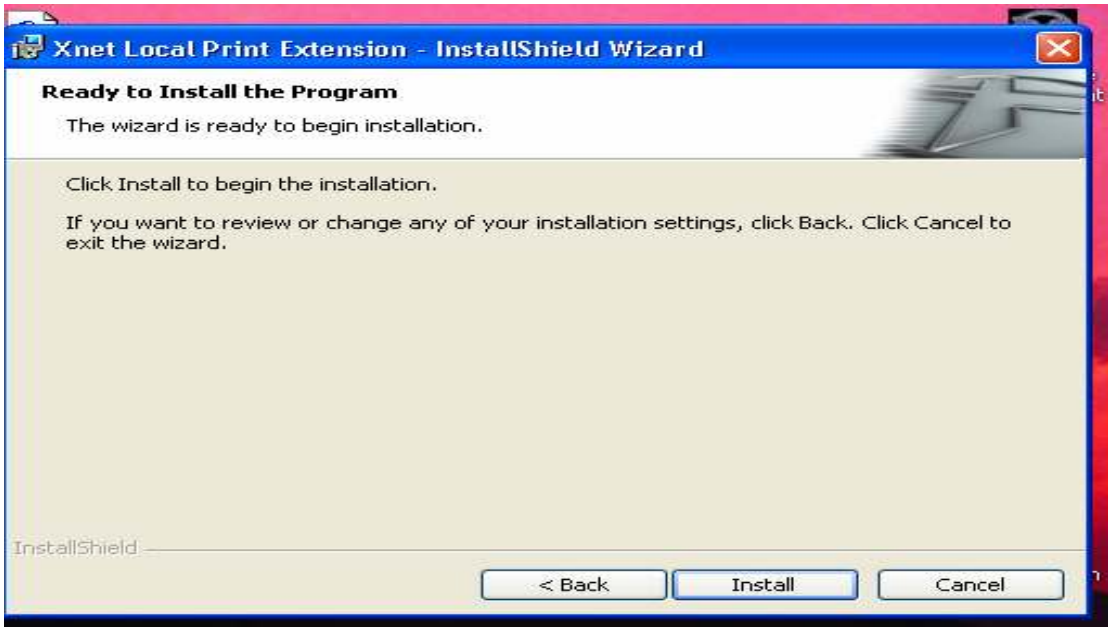

Xnet Local Print Extension - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Figure 31: Installing the Print Driver

Click **Install** to begin copying the files.

When it has finished copying all the files, you will see the window in Figure 32, below.

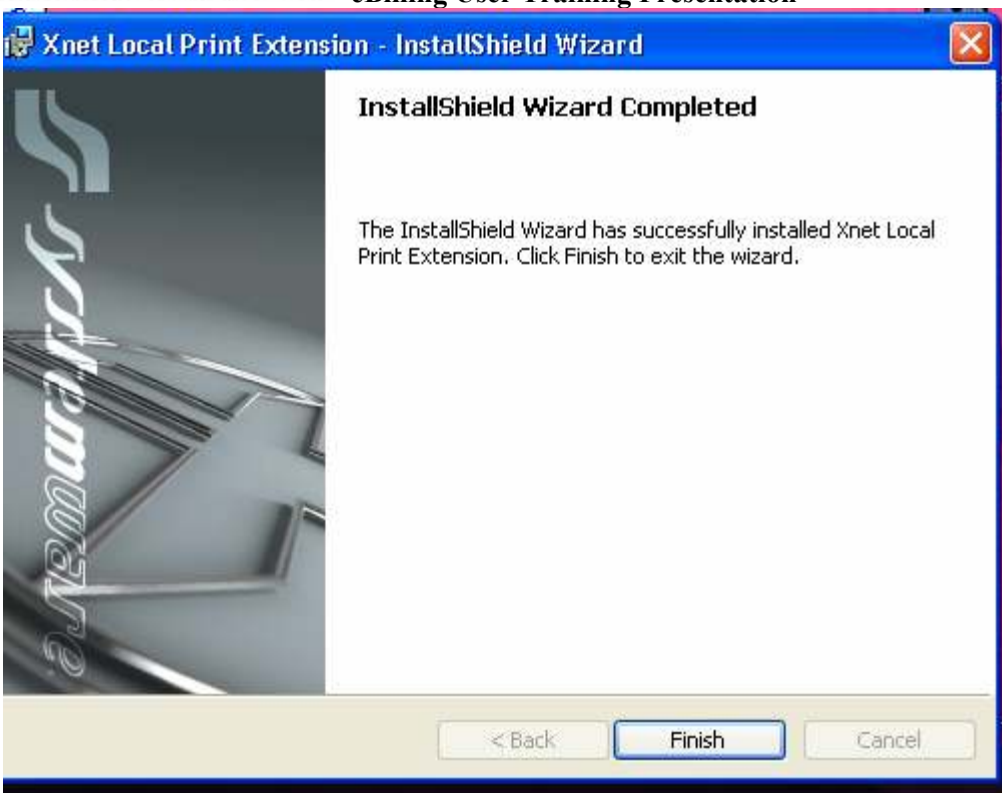

Xnet Local Print Extension - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Xnet Local Print Extension. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 32: Successful install window

Click the "Finish" button. You are now ready to print from ITS eBilling.

NOTE: If you do not receive this window, please call ITS for assistance.
NOTE: THE PRINT DRIVER INSTALL IS A ONE-TIME PROCESS!

To print your eBill

To print your eBill to your local printer, select the *Print* option from the *Options* menu. You will receive a screen that looks like Figure 33.

- The Destination menu should be set for "**PRN Local Printer**"
- The First page and Last page fields are automatically set to the first and last pages of your bill.
- If you want to print a subset of your bill, enter the first page and the last page you wish to print

STOP! Double check and *make certain* you have entered the correct first and last pages. Otherwise, you may waste time and paper by printing portions you did not intend to.

- Click the *Continue* button.

NOTE: If you select a large number of pages to print, (see the Total pages box)

- It will take a while to download and print
- It will consume a *large* amount of disk space.
- It will make everything running on your PC run slower while you are printing.

NOTE: Eliminating the cost of printing is a major benefit of eBilling. *Printing your eBill increases your costs*. Are you sure you need to print it? Printing unnecessarily wastes time and paper.

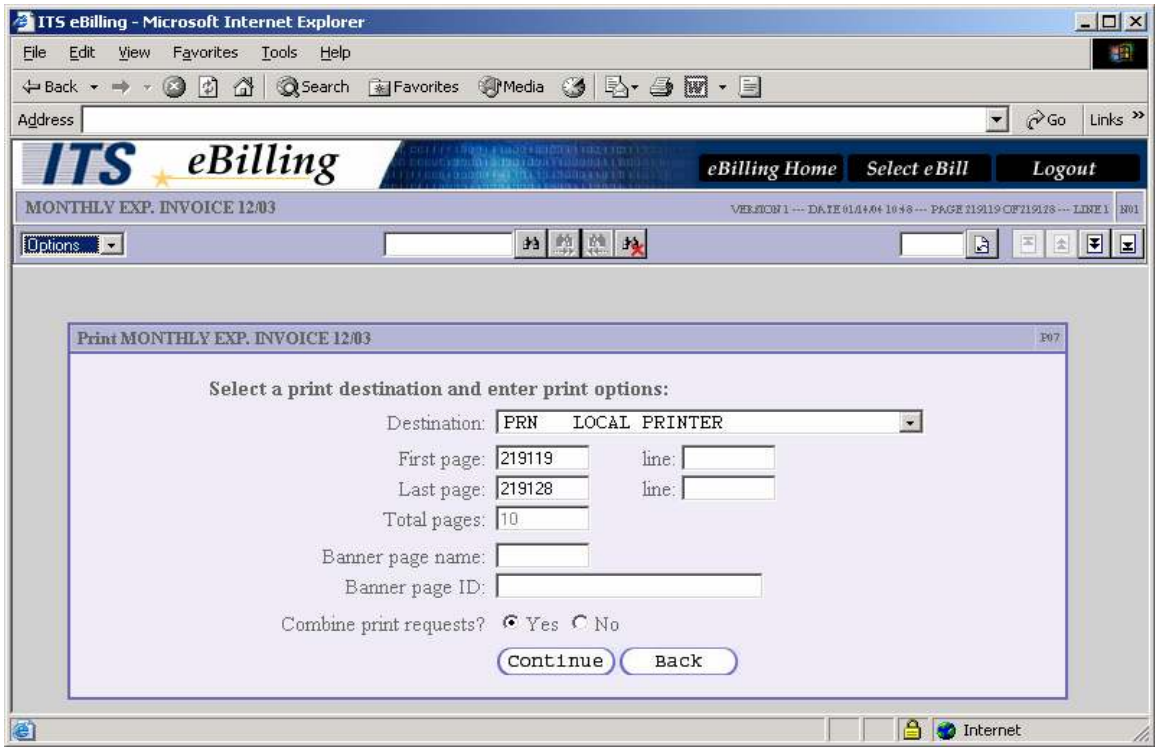


Figure 33: The Print request screen.

Once you click the Continue button, you will receive the familiar Windows Print dialog. At this point, select the printer you want to use and any other print options.

NOTE: Many users prefer to print the bill in *Landscape* mode, rather than *Portrait* mode. Use the printer Properties menu to select this.

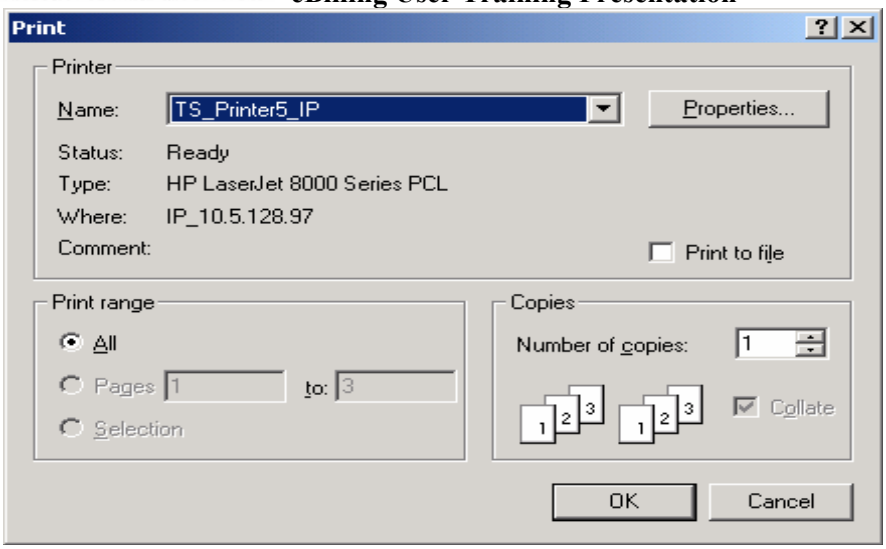


Figure 34: The Windows Print dialog

K

Emailing your eBill

You can email some or all of your eBill to others who need to see it. To do this, go to the "Options" menu, and select the "Print" option. You will receive the eBilling "Print Request" screen that looks like the one in Figure 35, below:

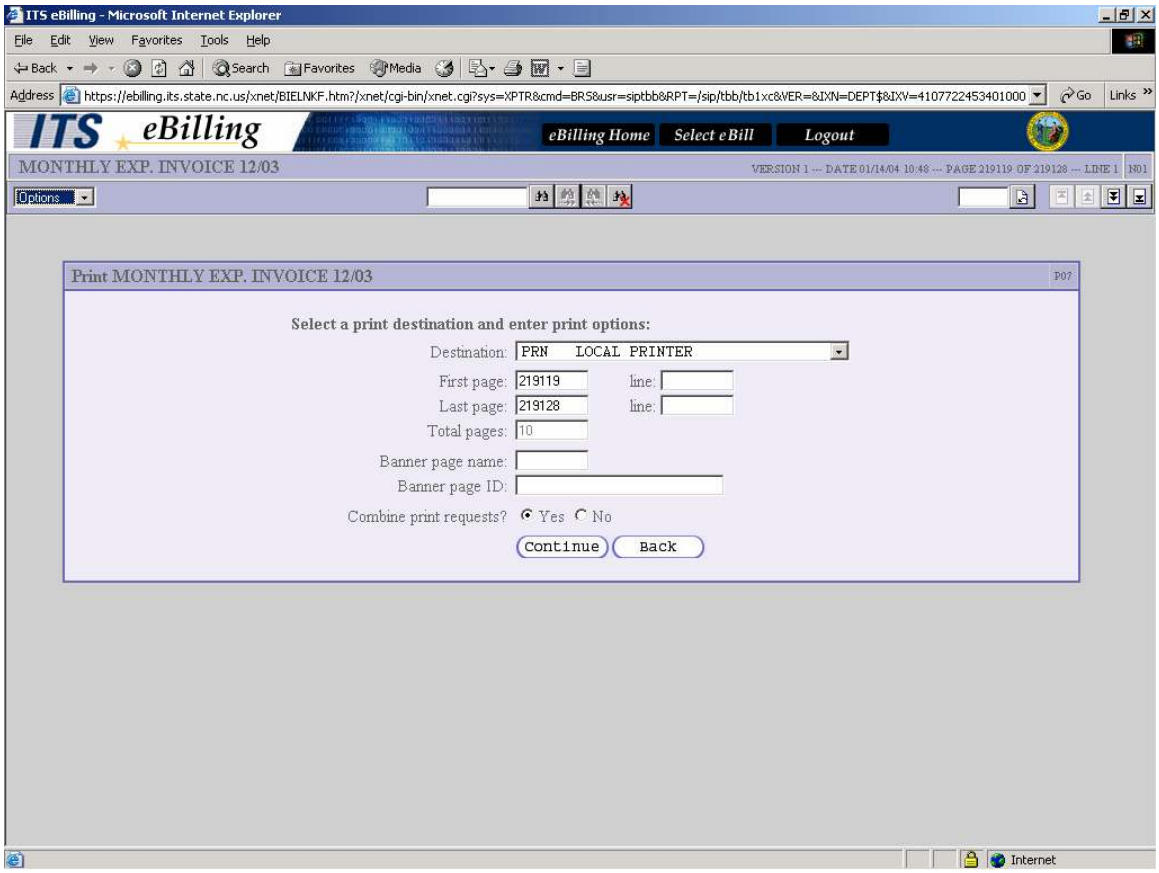


Figure 35: eBilling Print Request screen. Use it to email, too.

The Destination field will have its default setting "PRN Local Printer."
Drop down the Destination menu, and select the alternate destination, "MAIL EMAIL REPORTS, NO SEPARATORS", as in Figure 36, below.

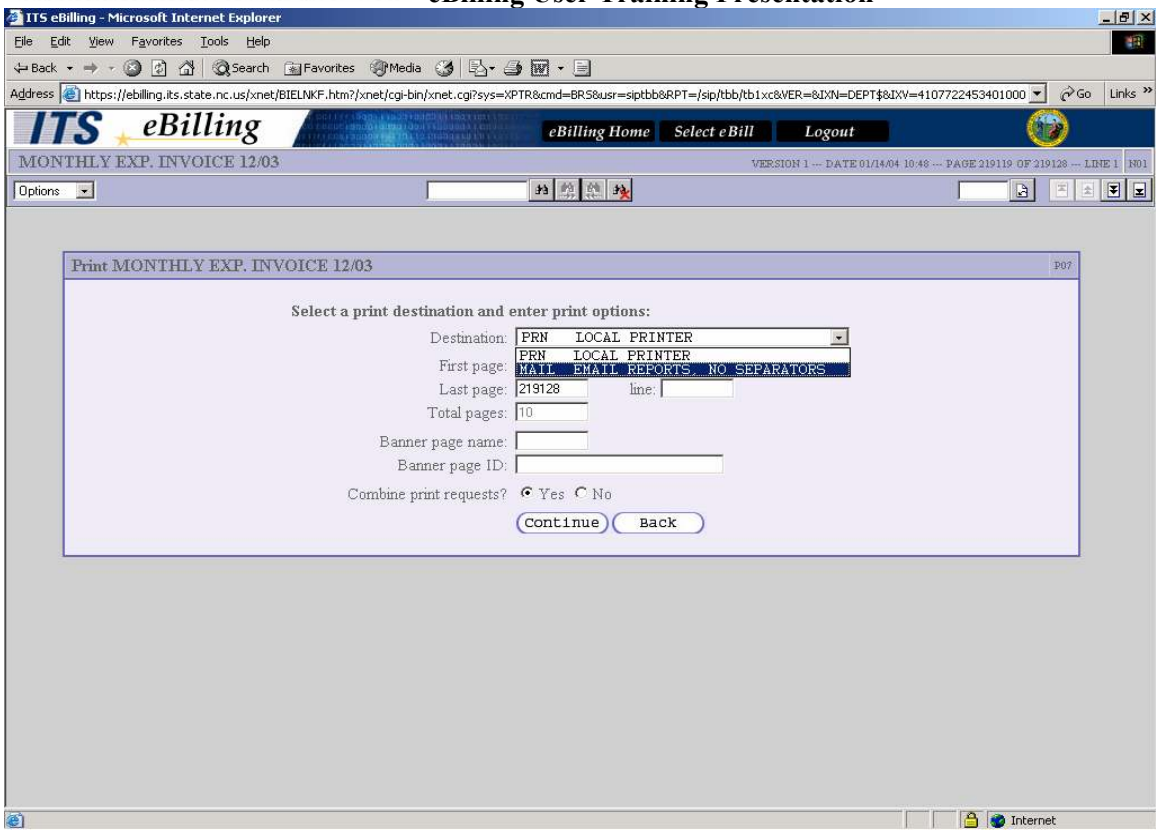


Figure 36: Selecting email as the destination.

Before you continue, please note the following:

- The First page and Last page fields are automatically set to the first and last pages of your bill. If you want to email a subset of your bill, enter the first page you wish to email, and the last page.

STOP! Double check and *make certain* you have entered the correct first and last pages. Otherwise, you may waste time and disk space by emailing portions you did not intend to.

- Click the *Continue* button.
  - You will be taken to the "Options for Mail" screen, as in Figure 37, below.

NOTE: If you select a large number of pages to email, (see the Total pages box)

- It will take a while to deliver and download
- It will consume a *large* amount of disk space.
- It will make everything running on the recipient's PC run slower while they are printing.

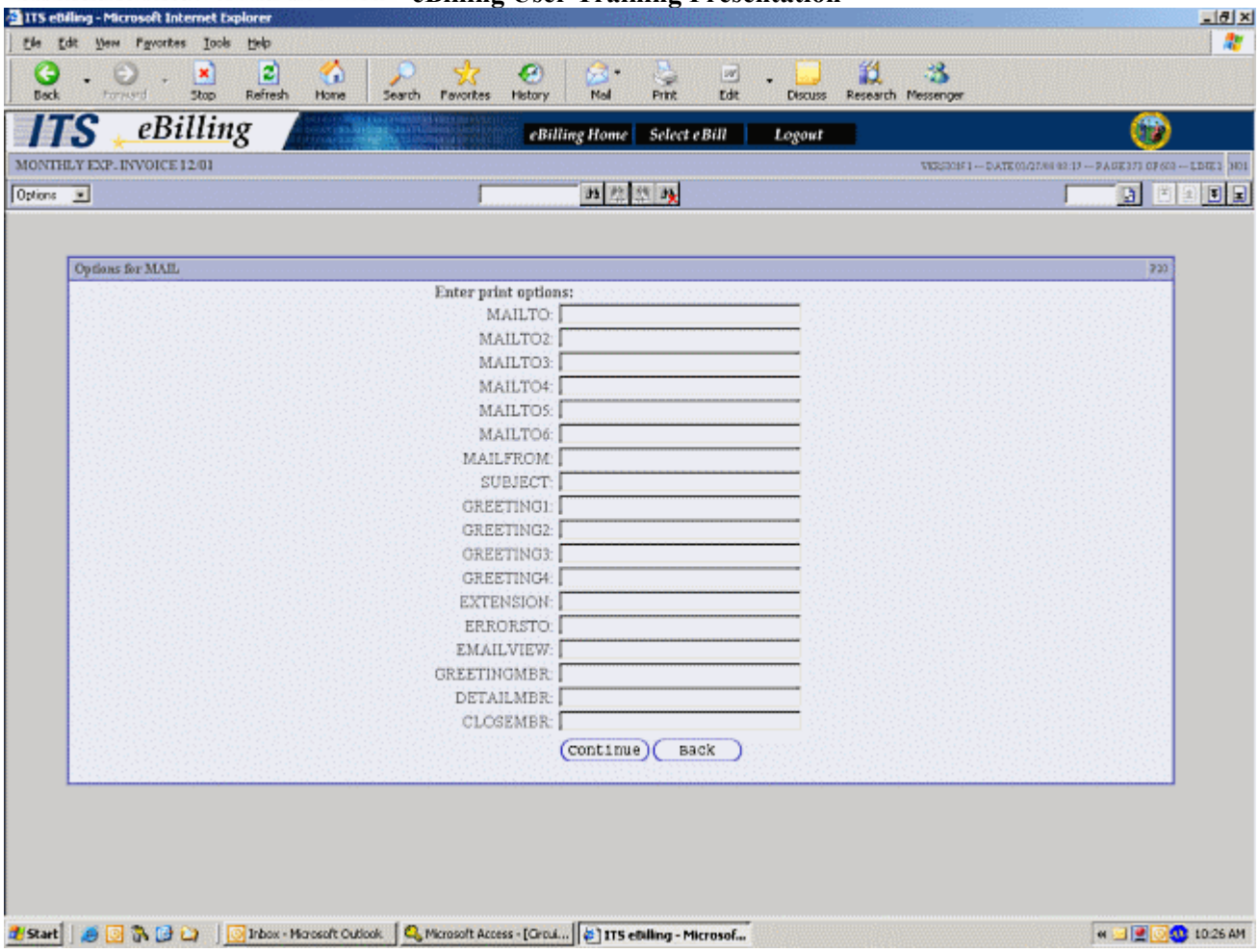


Figure 37: The Options for MAIL screen

This screen allows you to specify email addresses for one or more recipients of the bill in the **MAILTO** boxes. Please be sure to set the **MAILFROM** window to your email address.
Be sure to set the **SUBJECT** window to whatever Subject line you want the email to have. When you have typed all this, click the **"Continue"** button.

You will be notified that your email request has been accepted with a screen like the one in Figure 38, below.

Click the **"Back"** button to return to the next process.

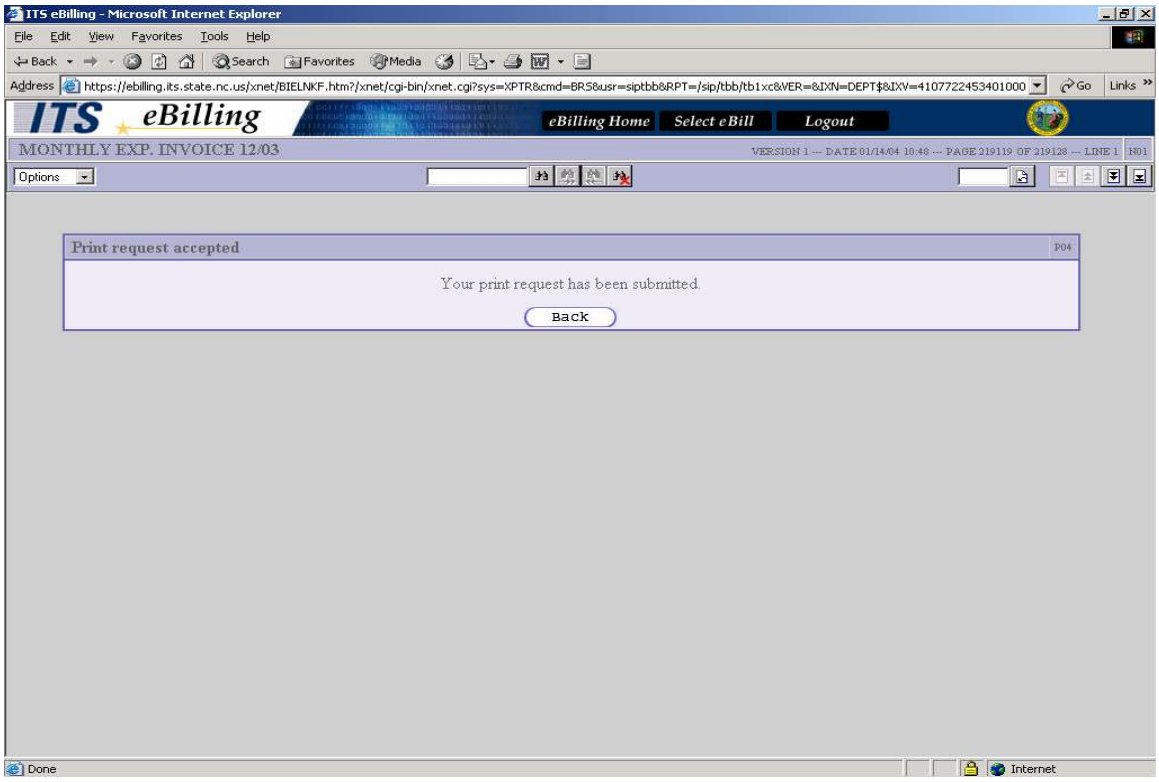


Figure 38: Request accepted screen.

NOTE: If you need to email large portions of your bill or if you need to send the bill to several users each month, it may be more efficient to allow those people to log on to eBilling and access the bill on line. See the section on Adding Users, below.

Logging out

When you are finished using eBilling, please log out. You can do this from any screen that has a Logout button on it. To log out, just click the logout button.

When you do you will receive a reminder like the one in Figure 39:

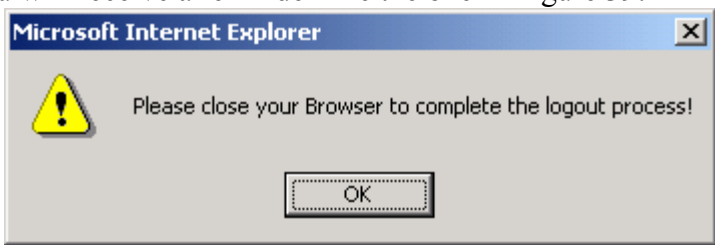


Figure 39: Reminder to close browser after logout.

When you get this, just click the OK button. NOTE: your browser will remain open in the Logout screen (Figure 40) until you close it.

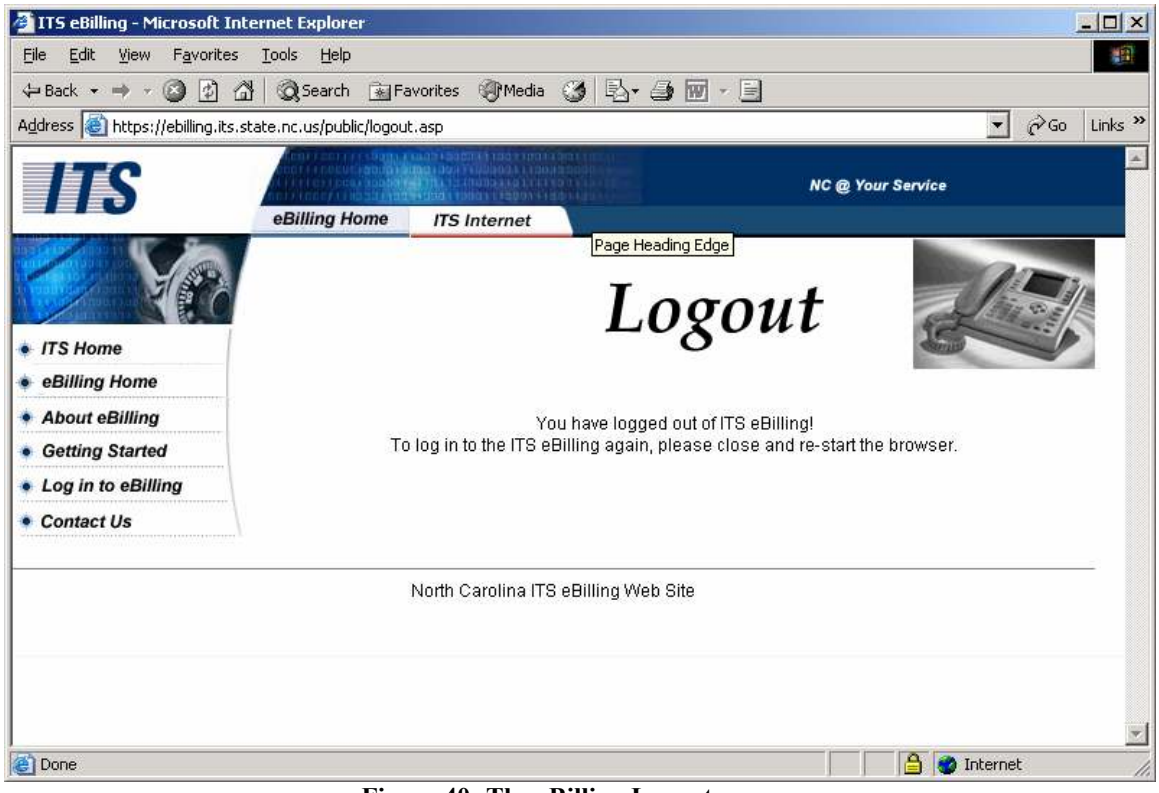


Figure 40: The eBilling Logout screen.

Close your browser either by clicking the X in the upper right corner or by using the Close option on the browser's File menu.

Timeouts

Please do not leave your computer unattended while you are logged into eBilling. For security purposes, eBilling will log you out after 30 minutes of inactivity. If this happens, your screen will display the following message, as in Figure 41:

Microsoft Internet Explorer
The system has logged you out because your session has expired. Please close and re-start your browser if you need to sign on again!
OK

Figure 41: eBilling notice that you have been logged out.

Just click the OK button. You will be taken to a special eBilling Logout screen, as in Figure 42. Close the browser as you would after any logout. You may open a new browser and log back in.

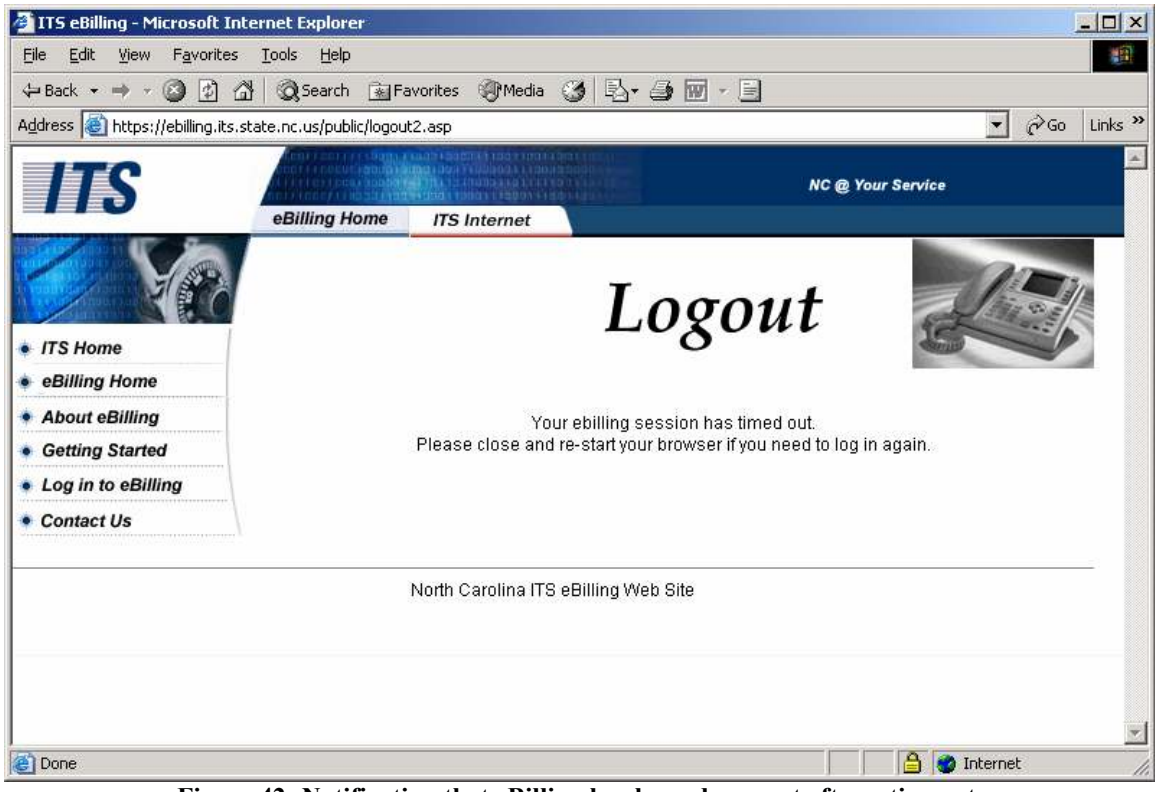


Figure 42: Notification that eBilling has logged you out after a timeout.

ABA Admin Page

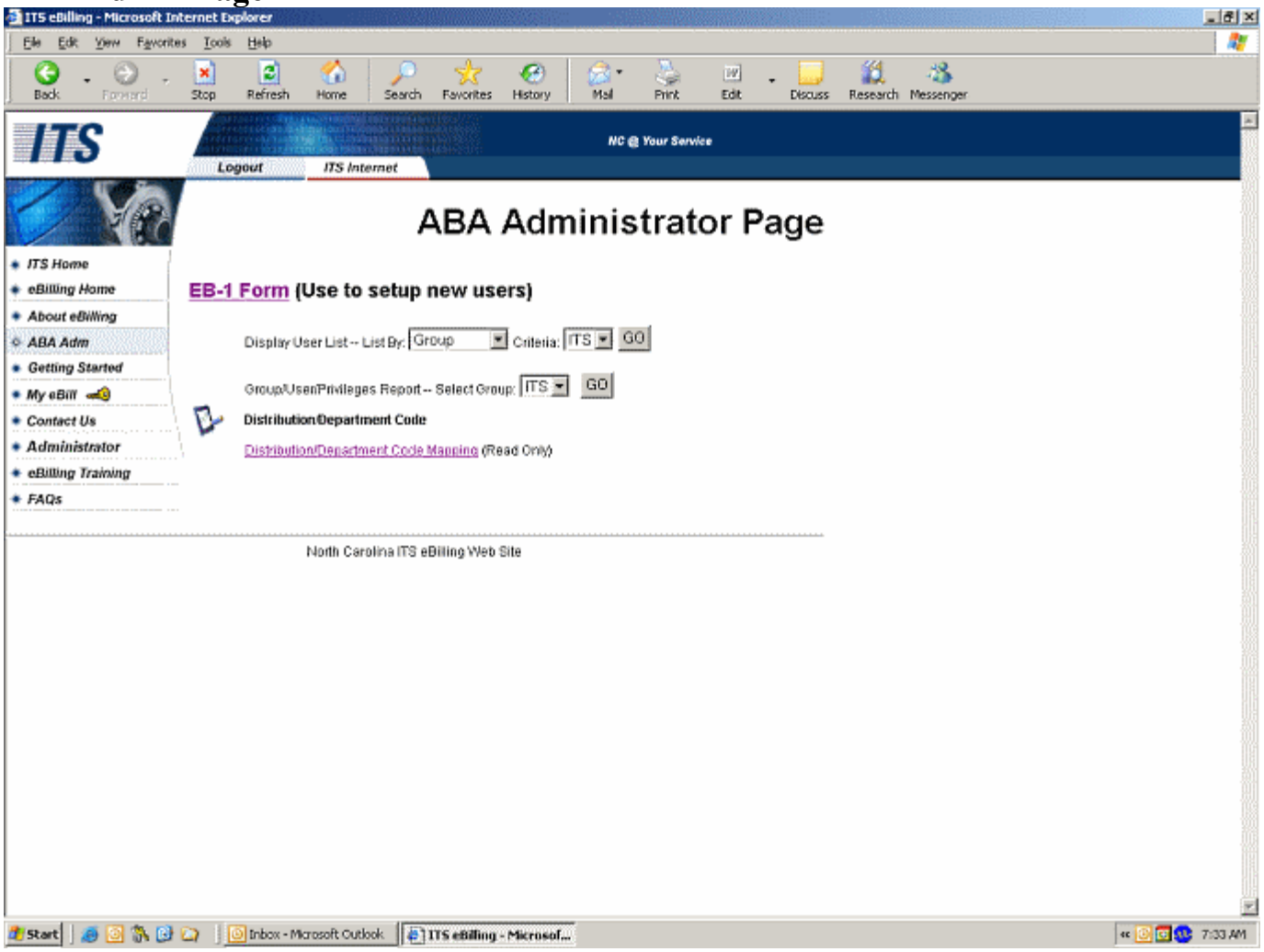


Figure 43:

ABA (Billing Administrator) will have the ability to generate specific reports that are related to his/her business.

1. Display a User Report by Group by clicking on **GO** at the "**Display User List**" select.
2. Display a report by Group/User and Privileges by clicking on **GO** at the "**Group/User/Privilege Report**" select.
3. Display a report listing the Distribution/Department relationship.
   - Distribution – Department
   - Department – Distribution
4. Adding users (ABA responsibility)
   - EB-1 Form

Managing User Reports

Display a User Report by Group

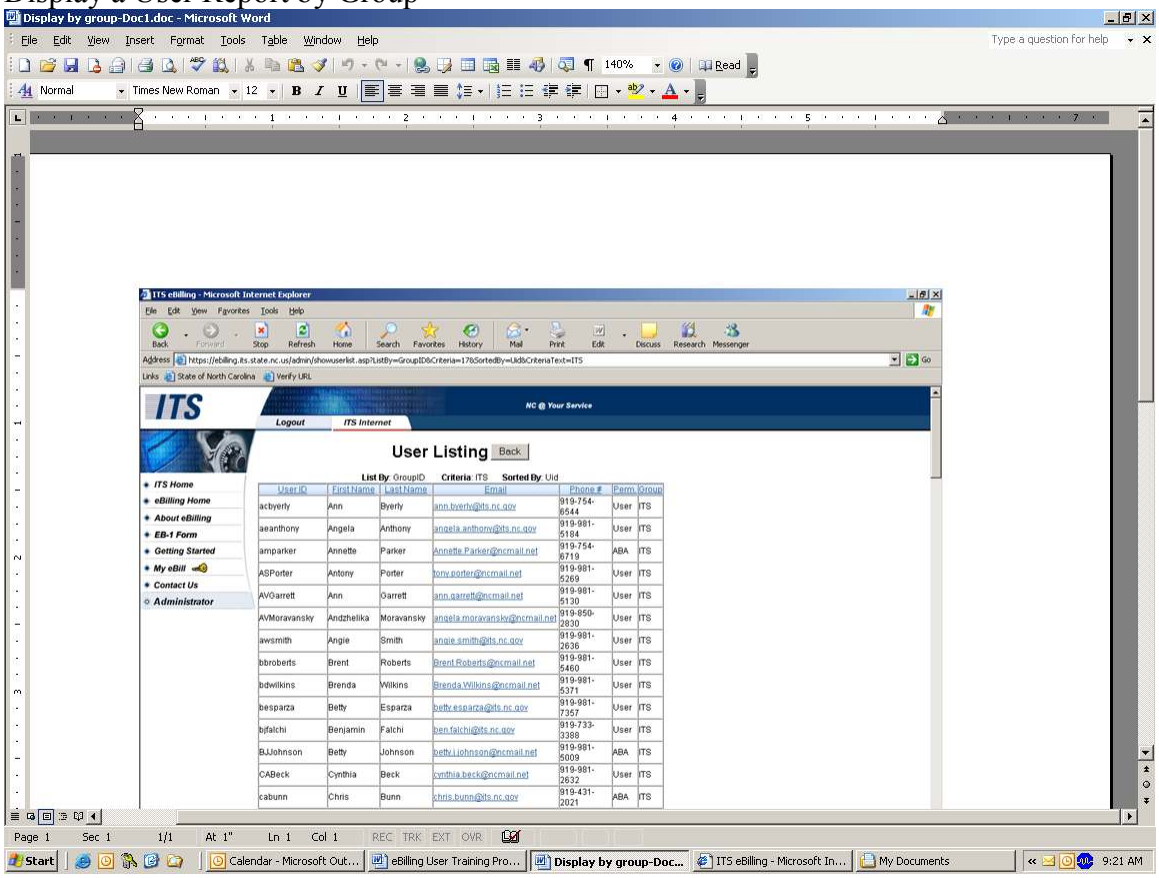


Figure 44:

This report was generated by entering a specific group code and clicking **GO** at the "User Report by Group" select.

Display a Report by Group/User and Privileges

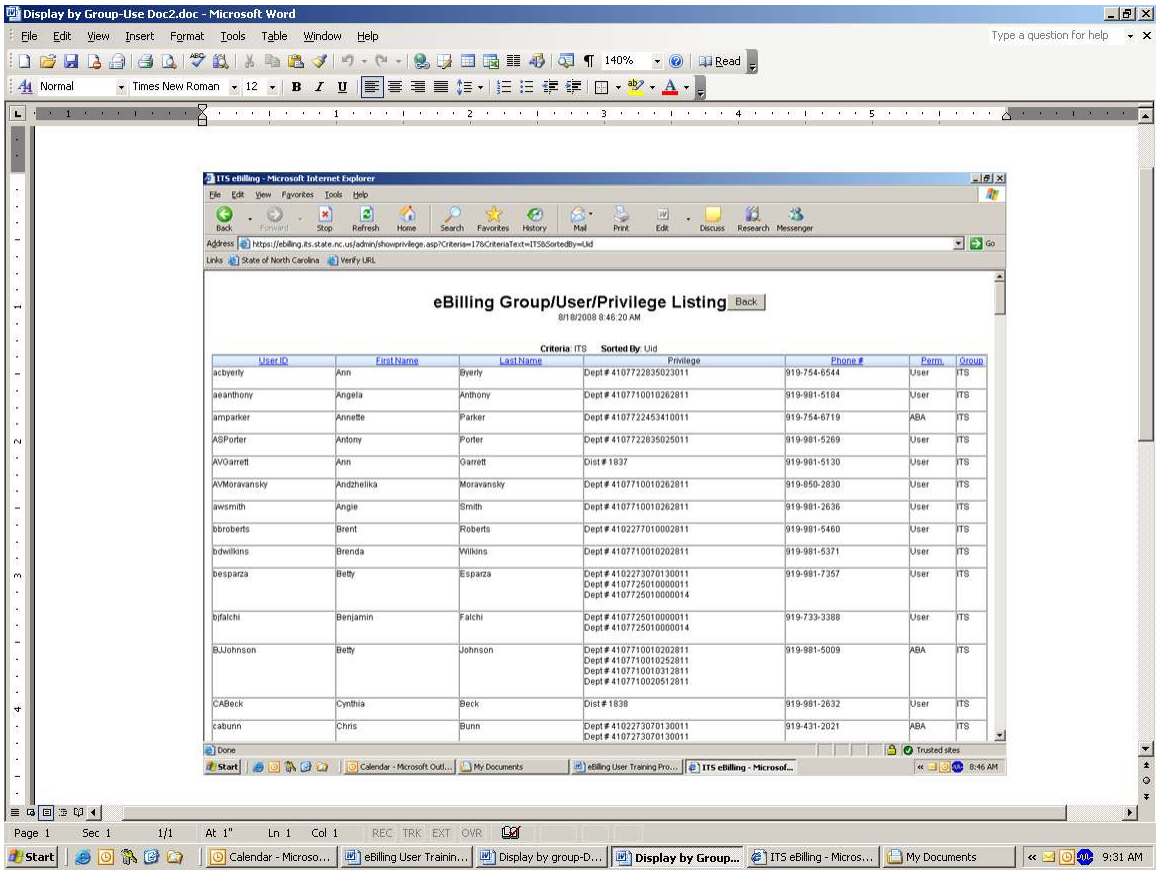

Display by Group-Use Doc2.doc - Microsoft Word
ITS eBilling - Microsoft Internet Explorer
eBilling Group/User/Privilege Listing
Back
8/18/2008 8:46:20 AM
Criteria: ITS Sorted By: Uid
User ID | First Name | Last Name | Privilege | Phone # | Perm. | Group
acbyerly | Ann | Byerly | Dept # 4107722835023011 | 919-754-6544 | User | ITS
aeanthony | Angela | Anthony | Dept # 4107710010262811 | 919-981-5184 | User | ITS
amparker | Annette | Parker | Dept # 4107722453410011 | 919-754-6719 | ABA | ITS
ASPorter | Antony | Porter | Dept # 4107722835025011 | 919-981-5269 | User | ITS
AVGarrett | Ann | Garrett | Dist # 1837 | 919-981-5130 | User | ITS
AVMoravansky | Andzhelika | Moravansky | Dept # 4107710010262811 | 919-850-2830 | User | ITS
awsmith | Angie | Smith | Dept # 4107710010262811 | 919-981-2636 | User | ITS
bbroberts | Brent | Roberts | Dept # 4102277010002811 | 919-981-5460 | User | ITS
bdwilkins | Brenda | Wilkins | Dept # 4107710010202811 | 919-981-5371 | User | ITS
besparza | Betty | Esparza | Dept # 4102273070130011 Dept # 4107725010000011 Dept # 4107725010000014 | 919-981-7357 | User | ITS
bjfalchi | Benjamin | Falchi | Dept # 4107725010000011 Dept # 4107725010000014 | 919-733-3388 | User | ITS
BJJohnson | Betty | Johnson | Dept # 4107710010202811 Dept # 4107710010252811 Dept # 4107710010312811 Dept # 4107710020512811 | 919-981-5009 | ABA | ITS
CABeck | Cynthia | Beck | Dist # 1838 | 919-981-2632 | User | ITS
cabunn | Chris | Bunn | Dept # 4102273070130011 Dept # 4107273070130011 | 919-431-2021 | ABA | ITS

Figure 45:

This report was generated by selecting a specific Group and clicking **GO** at the "Display a Report by Group/User and Privileges" select.

Display a report listing the Distribution/Department relationship.

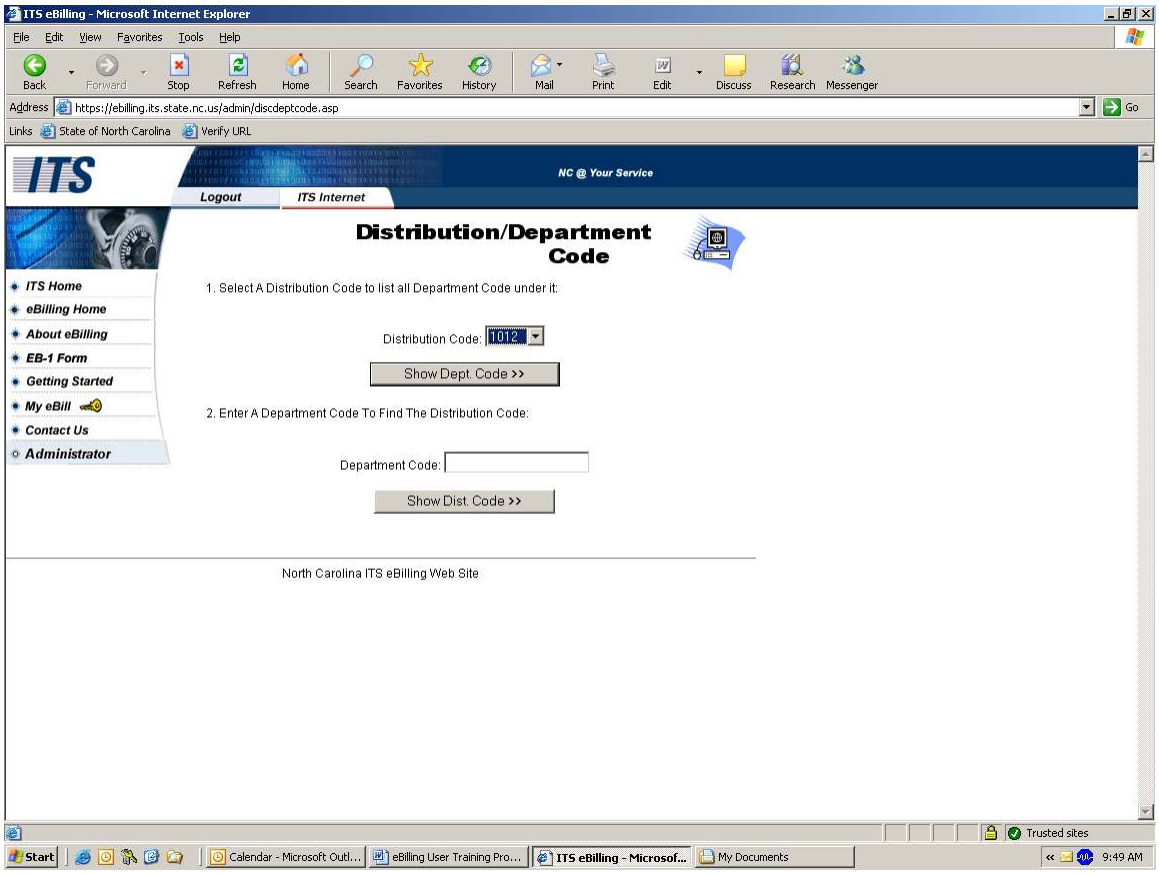


Figure 46:

- **Select distribution code to be displayed by entering the code and clicking the "Show Dept Code" button.**
- **Select Department code to be displayed by entering the code and clicking the "Show Dist Code" button.**

Show Distribution/Department Code Relationship:

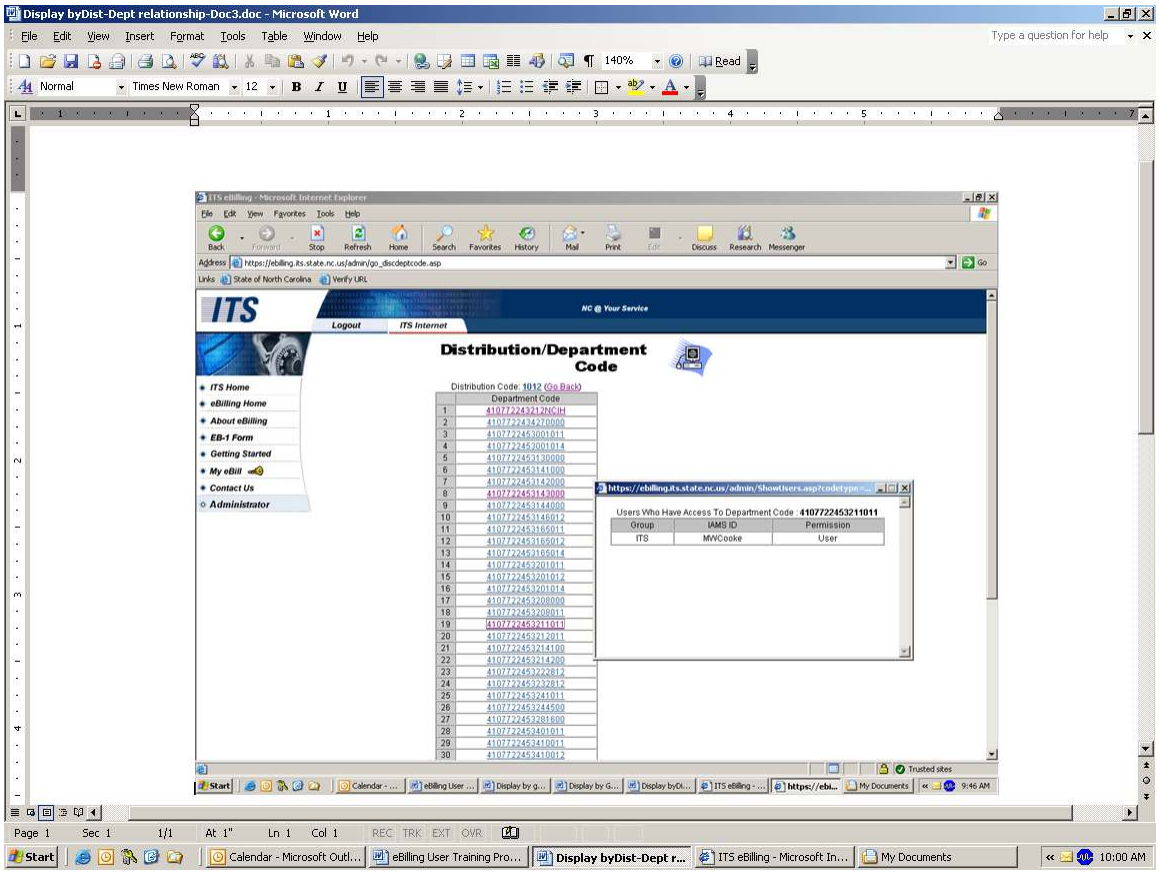


Figure 47:

By clicking on any specific Department Code the User assignment for that Department will appear.

Show the Department/Distribution Code relationship

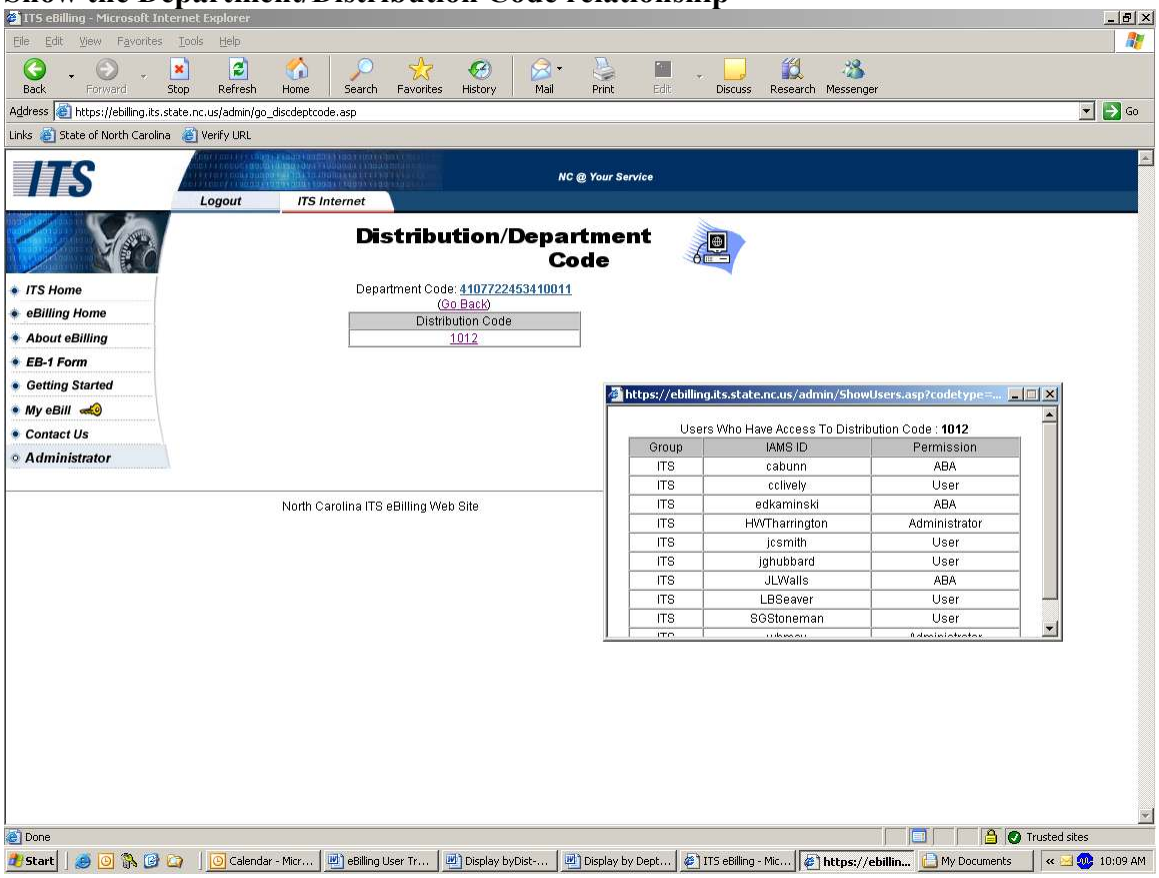


Figure 48:

By clicking on any specific Distribution Code the User assignments for that Distribution Code will appear.

Adding users (ABA responsibility)

It is often desirable to allow more than one person in the Organization to access the eBill on line.

- If you are a designated Billing Administrator (ABA), you can grant others access to your eBill, or to select portions of it. You will do this by using the eBilling EB-1 form, which is accessible on the eBilling web site, and is described below.
- If you are *not* a designated ABA, you will not be able to grant others access to eBilling. Please see your ABA Administrator to assist you.

To set up additional users, please follow these steps:

1. Identify the people in your organization who should access your bill using eBilling.
   - These are usually the same people you currently send portions of the paper bill to so they can verify it.
2. Determine which portion(s) of your bill they should be authorized to access.
   - For each user, identify the Distribution Code(s) or Department Code(s) they should be able to access on your bill.
   - Do this by looking at the paper bill you send them, and getting the Distribution Code(s) or Department Code(s) in the upper left corner.
3. Verify that each user has an NCID.
   - If they do not have an NCID, please reference to the NCID registrations "First Time NCID User" tab.
   - If you need assistance, please reference the "Contact Us" tab.
4. Verify that each user has internet connectivity to the eBilling web site, and has a supported web browser.
   - Make sure the user's PC can access the web site, https://ebilling.its.state.nc.us
   - Make sure the user's browser is:
     - Internet Explorer, version 5.5 or newer
5. For each user, please complete an EB-1 Form and submit it to ITS. The EB-1 Form includes:
   - The user's NCID
   - The list of Distribution Code(s) and/or Department Code(s) that user is authorized to access on your bill.

The EB-1 form can be completed on line. It is accessible from the "Select an eBill" page of the eBilling web site by clicking the "ABA Adm " button on the eBilling menu, then click on the EB-1 Form tab on the ABA Administrator Page.

Only an ABA has access to the EB-1 form. If you do not have an "EB-1" button on your eBilling menu, you are not an ABA. Please reference the "Contact Us" tab for assistance.

Using the EB-1 form

You can access the EB-1 form from the "Select an eBill" page after you have logged in, as in Figure 49, below.

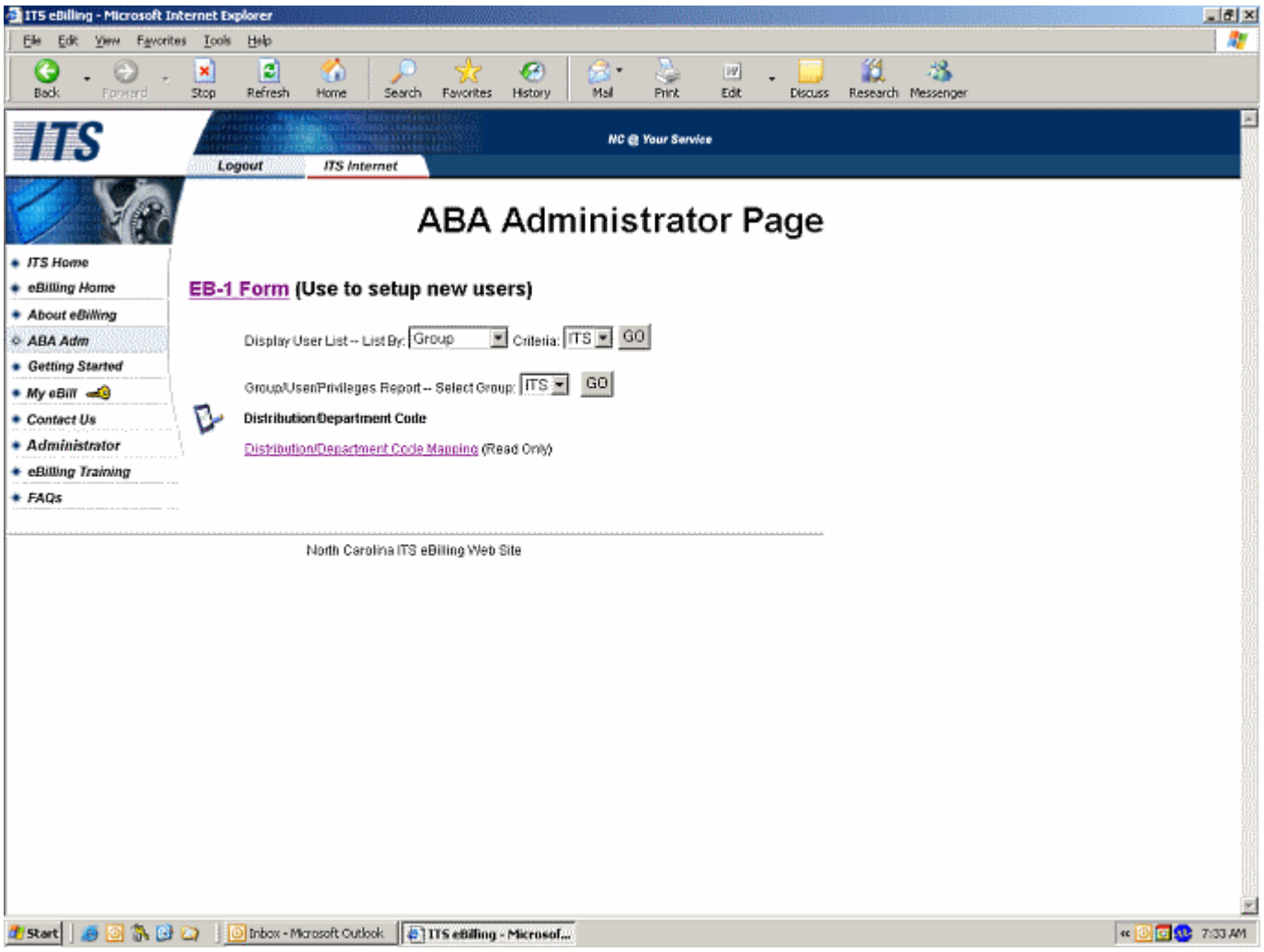


Figure 49: Accessing the EB-1 Form from the "ABA Administrator Page" screen

Click on the "EB-1 Form" button on the ABA Administrator's screen. You will be taken to a screen like the one in Figure 50, below:

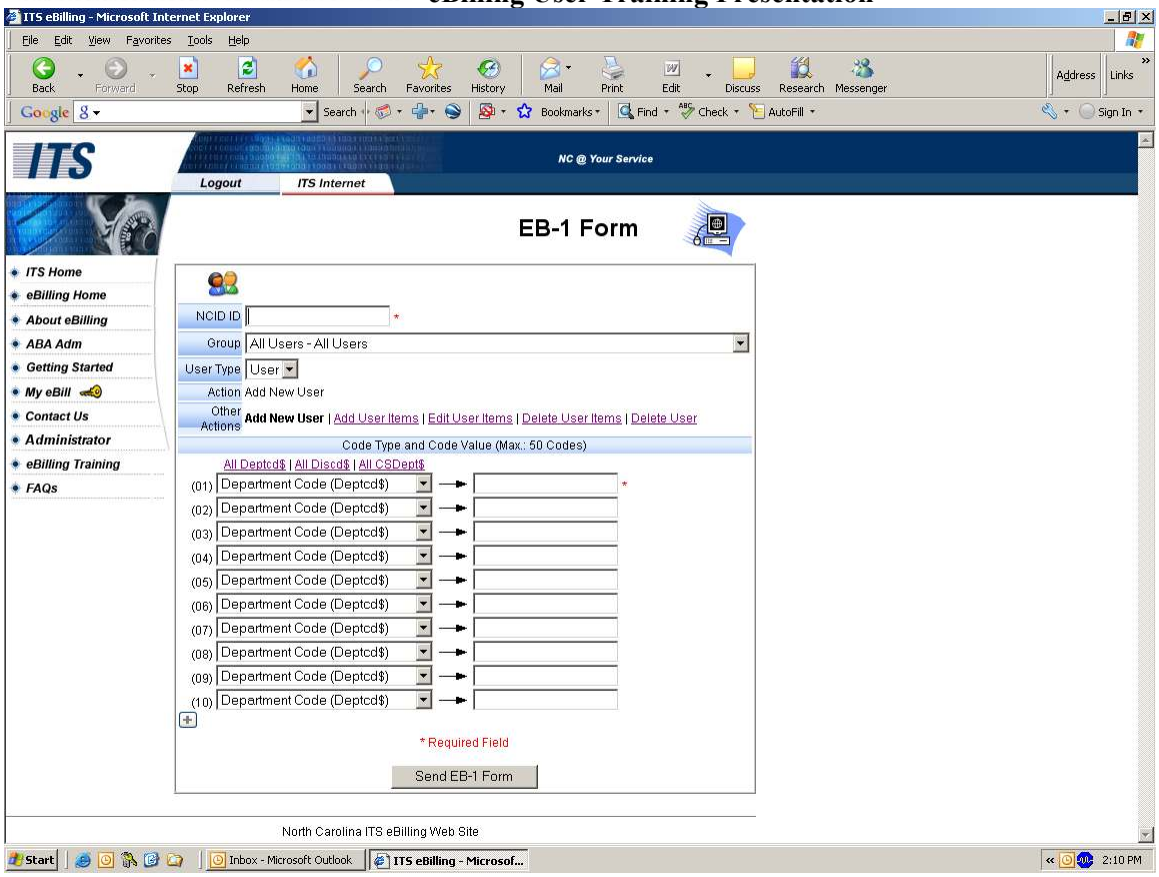

ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address Links
Google Search Bookmarks Find Check AutoFill Sign In
ITS
NC @ Your Service
Logout
ITS Internet
EB-1 Form
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
NCID ID
Group All Users - All Users
User Type User
Action Add New User
Other Actions Add New User | Add User Items | Edit User Items | Delete User Items | Delete User
Code Type and Code Value (Max.: 50 Codes)
All Deptcd$ | All Discd$ | All CSDept$
(01) Department Code (Deptcd$)
(02) Department Code (Deptcd$)
(03) Department Code (Deptcd$)
(04) Department Code (Deptcd$)
(05) Department Code (Deptcd$)
(06) Department Code (Deptcd$)
(07) Department Code (Deptcd$)
(08) Department Code (Deptcd$)
(09) Department Code (Deptcd$)
(10) Department Code (Deptcd$)
* Required Field
Send EB-1 Form
North Carolina ITS eBilling Web Site
Start
Inbox - Microsoft Outlook
ITS eBilling - Microsof...
2:10 PM

Figure 50: Blank EB-1 Form. Use this to allow access for additional users.

Type the user's NCID into the NCID box at the top, as in Figure 51, below. In this example, the user's NCID was "IMNewuser."

**This code will be checked to verify that the code exist in the NCID file, if an error screen appears; check to determine if the code has been established or keyed incorrectly.

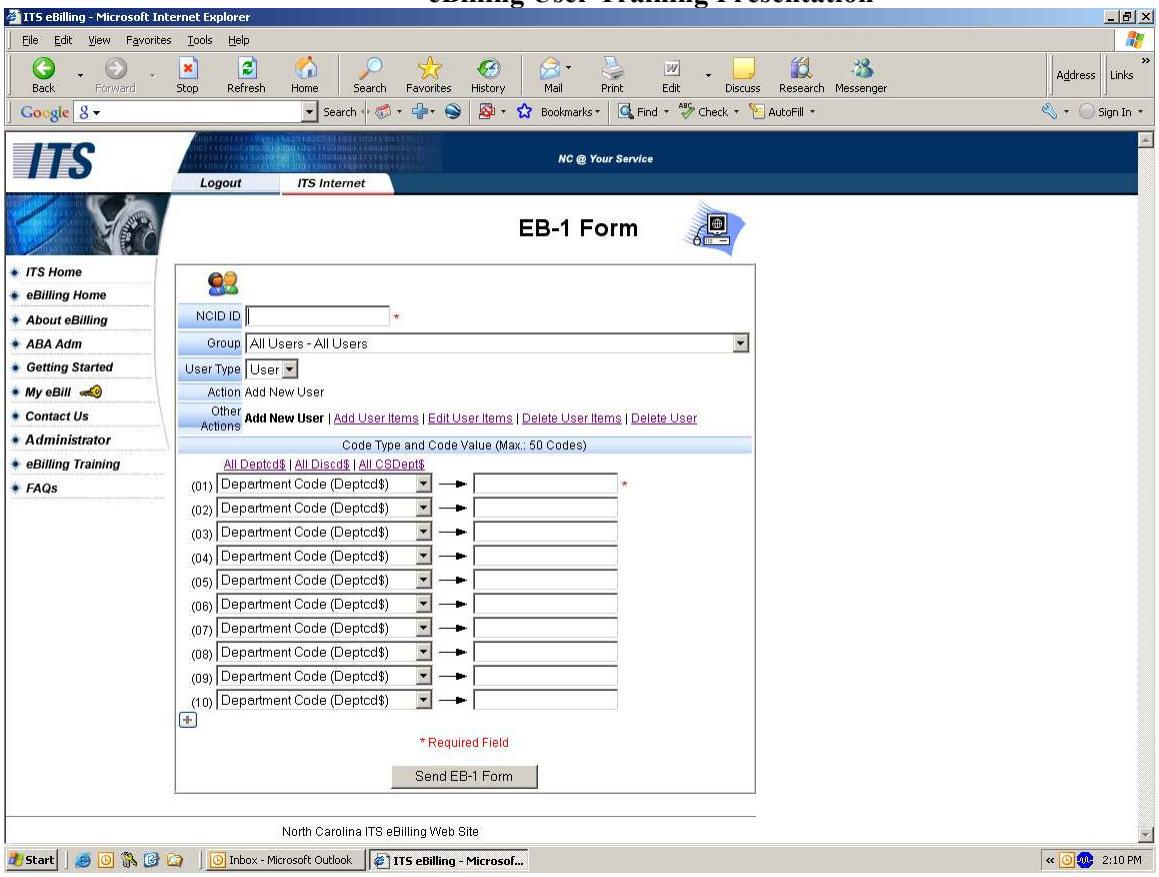


Figure 51: New user's NCID entered into EB-1 Form

Once the NCID has been entered, the user's organization code will appear, then select the type of entry you are entering (Add, Add User Items, Edit User Items, Delete User Items, or Delete User).

A. An Add will process as follows :

- Check for duplications within the NCID and/or Privileges.
- Add user NCID to the eBill group of the NCID group table.
- If the ID is not set up in the NCID authorization table a message will be generated to the ABA.
- Will establish Privilege records in the eBilling tables.
-

Next, you can enter the Distribution Code(s) or Department Code(s) or Computer Service (CS) you want the user to have access to. Be sure to change the description in the left column according to the code value entry by clicking on the All???$ over the first column.

NOTE: The user will only have access to the codes you request. He/she will not be able to access any other portion of the eBill.

The EB-1 Form allows you to enter a list of one or more codes you want the user to access. Do this by entering the code(s) into the boxes down the right side of the screen, as in Figure 51, above.

Make sure that the codes are entered correctly.

- Deptcd = 16 characters,
- Discd = 4 characters,
- CS Deptcd = 3 to 9 characters.

** All invalid entries will be flagged and the code will have to be re-entered before you can send the form for approval. (Check your last monthly billing report for valid codes).

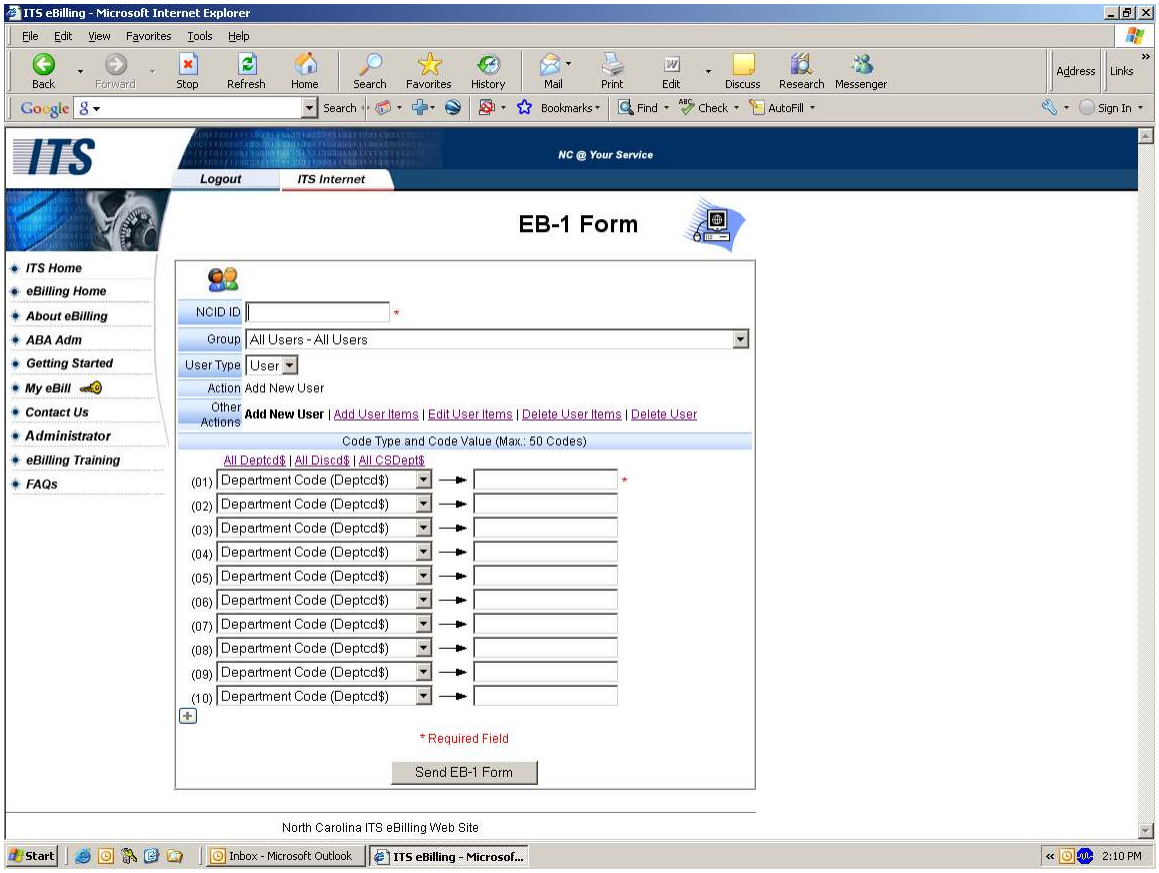


Figure 52: Department Codes entered into EB-1 Form

After you have filled in all the codes you want the user to access, click the "Send EB-1 Form" button at the bottom of the screen. You will receive a confirmation like the one in Figure 53, below:

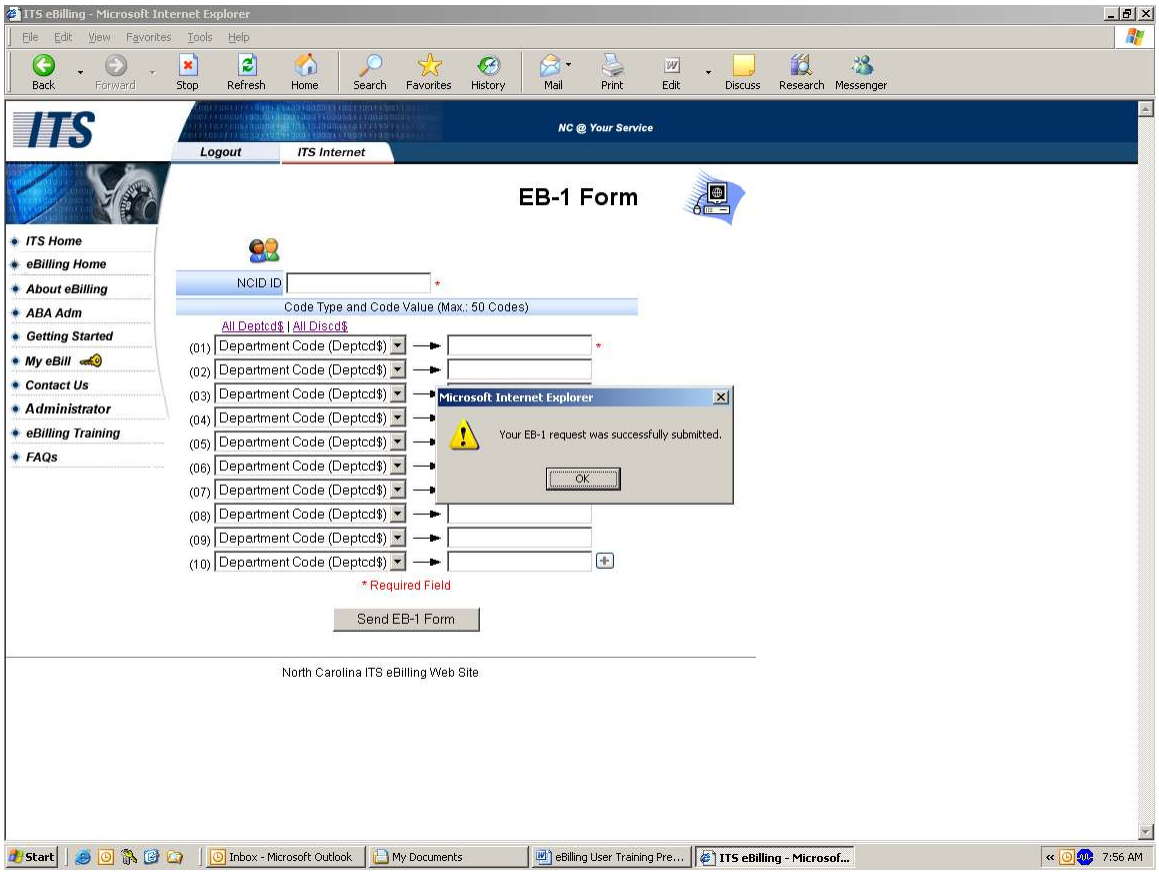


Figure 53: Confirmation that your EB-1 Form has been submitted

At this point, click the "OK" button. You may then use the EB-1 Form to set up access for additional users, or use the eBilling menu to navigate other places in eBilling.

NOTE: When you submit an EB-1 form, the user does not have instant access to the eBill. Before that happens, ITS staff verifies that the codes you have requested are valid codes for you to authorize. Once access has been set up, ITS will send you an email confirming that the user is now active in eBilling.

B. Add User Item

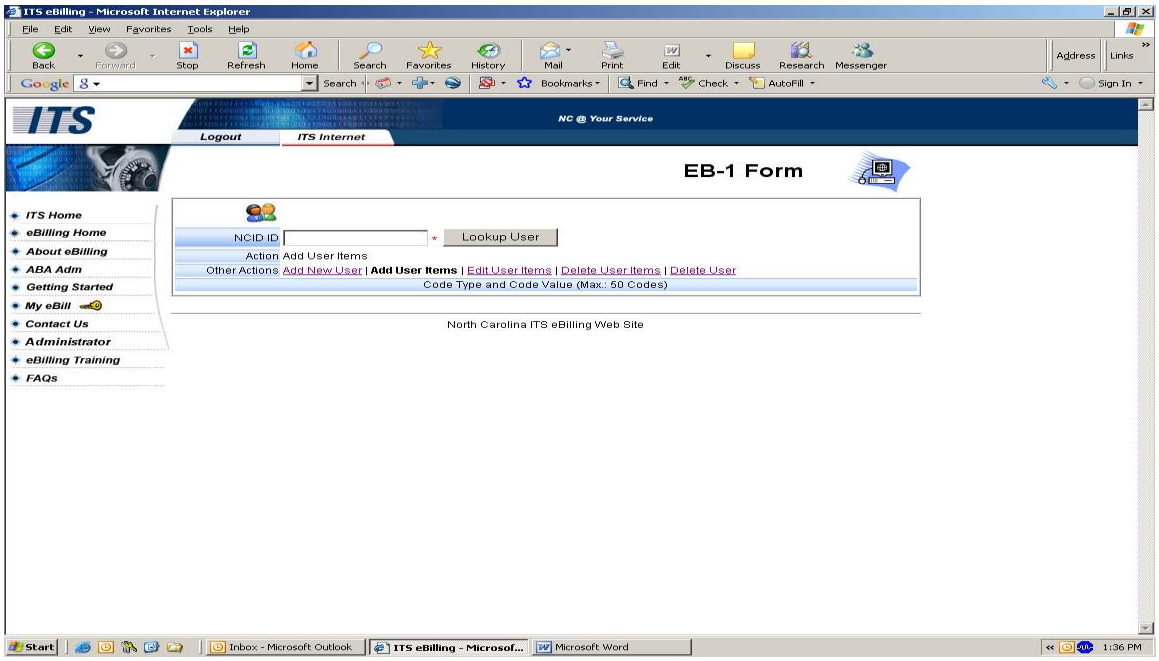


Figure 54

Once you click on "Add User Items" Figure 54 will appear.

Enter the NCID ID code and click on "Lookup User" and Figure 55 will appear.

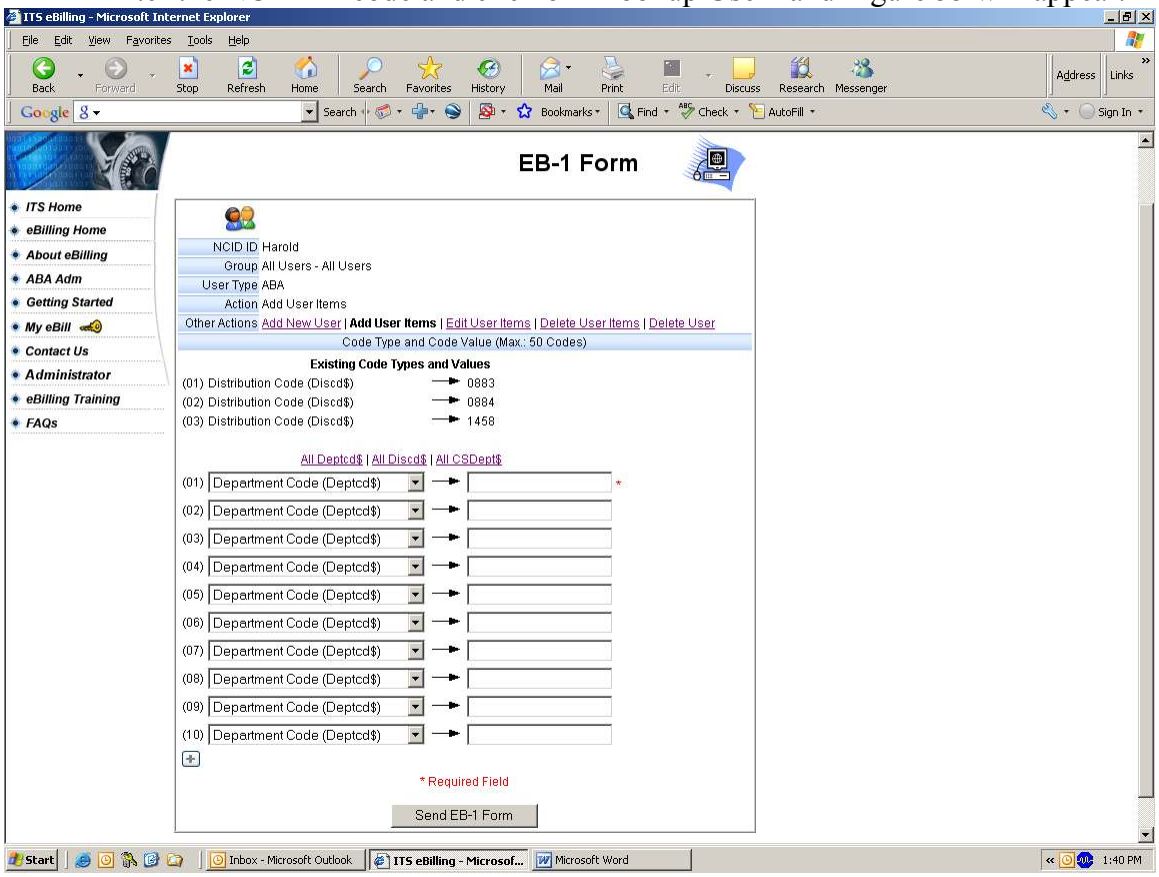

ITS eBilling - Microsoft Internet Explorer
EB-1 Form
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
NCID ID Harold
Group All Users - All Users
User Type ABA
Action Add User Items
Other Actions Add New User | Add User Items | Edit User Items | Delete User Items | Delete User
Code Type and Code Value (Max.: 50 Codes)
Existing Code Types and Values
(01) Distribution Code (Discd$) 0883
(02) Distribution Code (Discd$) 0884
(03) Distribution Code (Discd$) 1458
All Deptcd$ | All Discd$ | All CSDept$
(01) Department Code (Deptcd$)
(02) Department Code (Deptcd$)
(03) Department Code (Deptcd$)
(04) Department Code (Deptcd$)
(05) Department Code (Deptcd$)
(06) Department Code (Deptcd$)
(07) Department Code (Deptcd$)
(08) Department Code (Deptcd$)
(09) Department Code (Deptcd$)
(10) Department Code (Deptcd$)
* Required Field
Send EB-1 Form

Figure 55

At this time you can add new code values to the blank column on the right. Be sure to select the correct description code in the column on the left. Then click **Send EB-1 Form**

C – Edit User Items

Once you click on "Edit User Items" Figure 54 will appear.

Enter the NCID ID code and click on "Lookup User" and Figure 56 will appear.

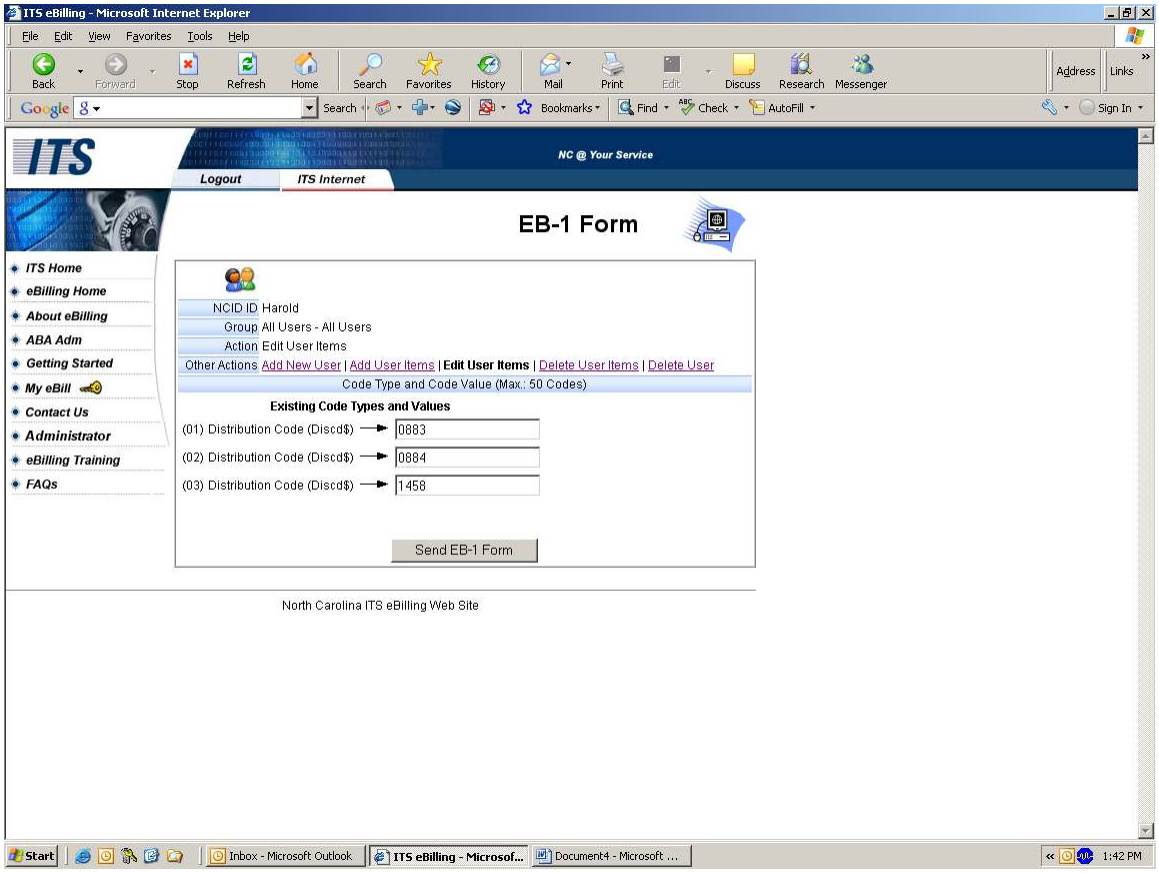

ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger Address Links
Google Search Bookmarks Find Check AutoFill Sign In
ITS
NC @ Your Service
Logout
ITS Internet
EB-1 Form
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
NCID ID Harold
Group All Users - All Users
Action Edit User Items
Other Actions Add New User | Add User Items | Edit User Items | Delete User Items | Delete User
Code Type and Code Value (Max.: 50 Codes)
Existing Code Types and Values
(01) Distribution Code (Discd$) 0883
(02) Distribution Code (Discd$) 0884
(03) Distribution Code (Discd$) 1458
Send EB-1 Form
North Carolina ITS eBilling Web Site
Start
Inbox - Microsoft Outlook
ITS eBilling - Microsof...
Document4 - Microsoft ...
1:42 PM

Figure 56

At this time the change form will appear showing all the pre-assigned code values to the specific NCID code. You can make changes to any for the codes that are listed. Once the changes are entered click the **Send EB-1 Form bar** to notify us of the change request.

D – Delete User Items

Once you click on “Delete User Items” Figure 54 will appear.

Enter the NCID ID code and click on “Lookup User” and Figure 57 will appear

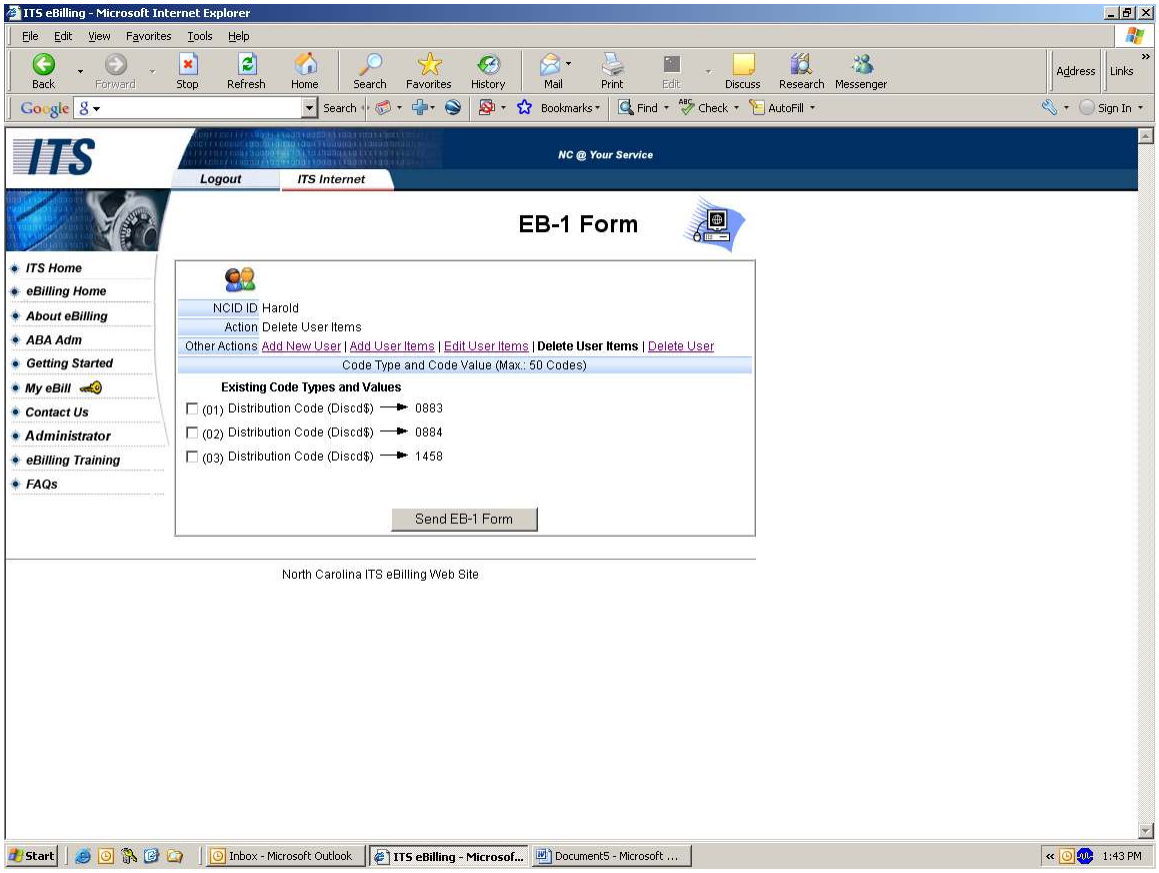

ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
Address Links
Google Search Bookmarks Find Check AutoFill Sign In
ITS
NC @ Your Service
Logout
ITS Internet
EB-1 Form
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
NCID ID Harold
Action Delete User Items
Other Actions Add New User | Add User Items | Edit User Items | Delete User Items | Delete User
Code Type and Code Value (Max.: 50 Codes)
Existing Code Types and Values
(01) Distribution Code (Discd$) 0883
(02) Distribution Code (Discd$) 0884
(03) Distribution Code (Discd$) 1458
Send EB-1 Form
North Carolina ITS eBilling Web Site
Start
Inbox - Microsoft Outlook
ITS eBilling - Microsof...
Document5 - Microsoft ...
1:43 PM

Figure 57

At this time the Delete Item form will appear showing all the pre-assigned code values to the specific NCID code. You can delete any one of the codes that are listed by clicking in the block on the left of the line number. Once the deletes are entered click the **Send EB-1 Form bar** to notify us of the change request.

D – Delete User

Once you click on "Delete User Items" Figure 54 will appear.
Enter the NCID ID code and click on "Lookup User" and Figure 58 will appear.

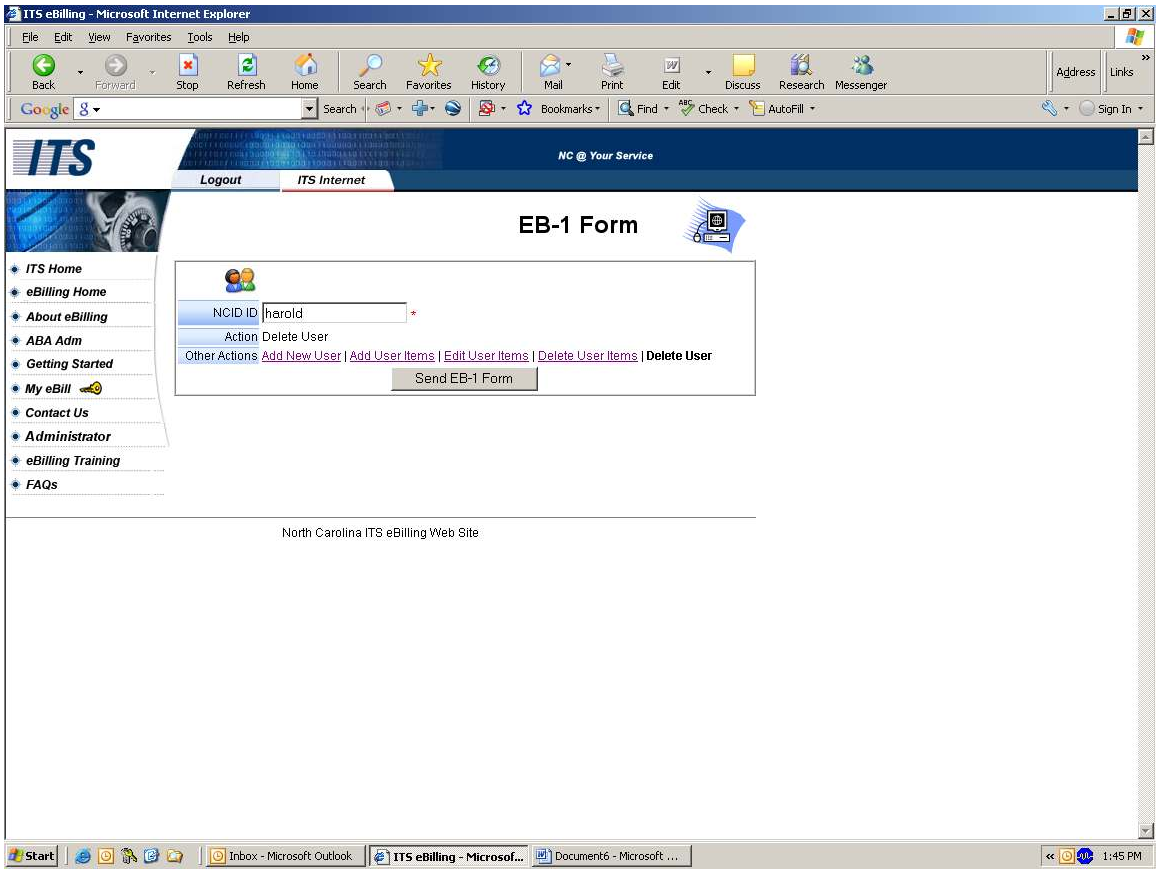
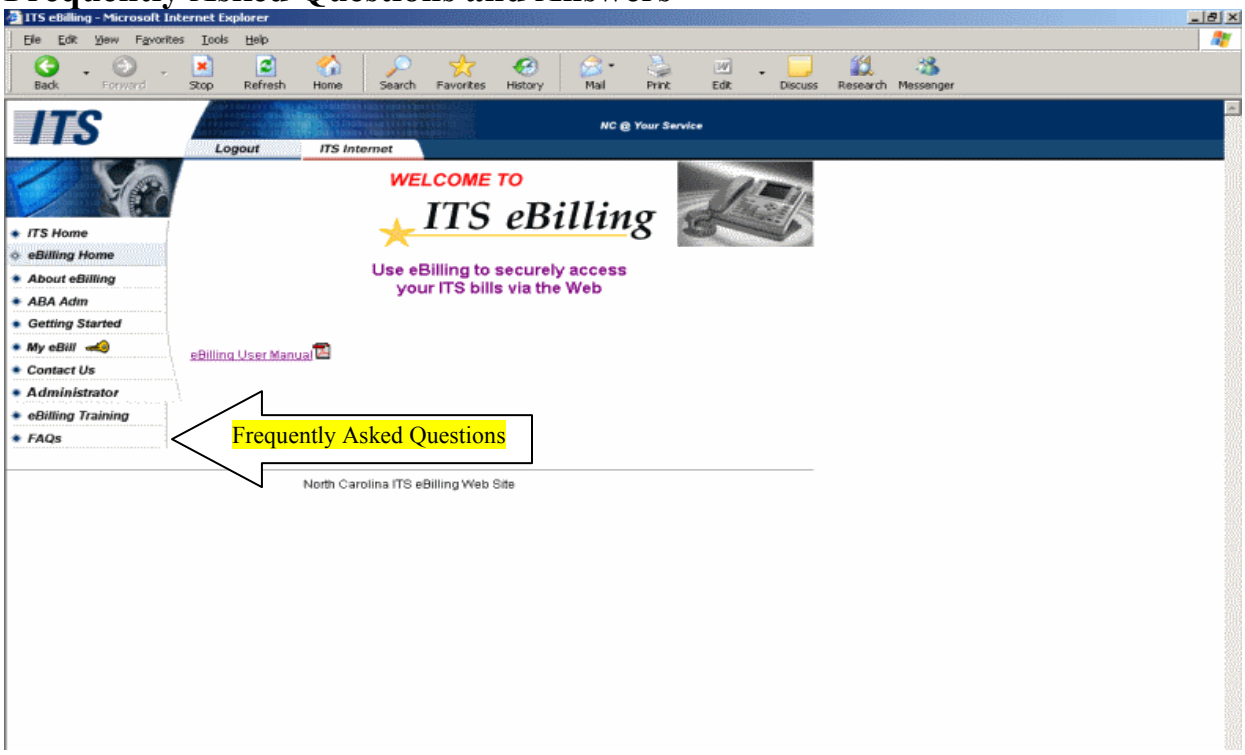


Figure 58

Once the delete has been selected, click the **Send EB-1 Form bar** to notify us of the delete request. This process will remove the NCID code from the group selection.

Frequently Asked Questions and Answers

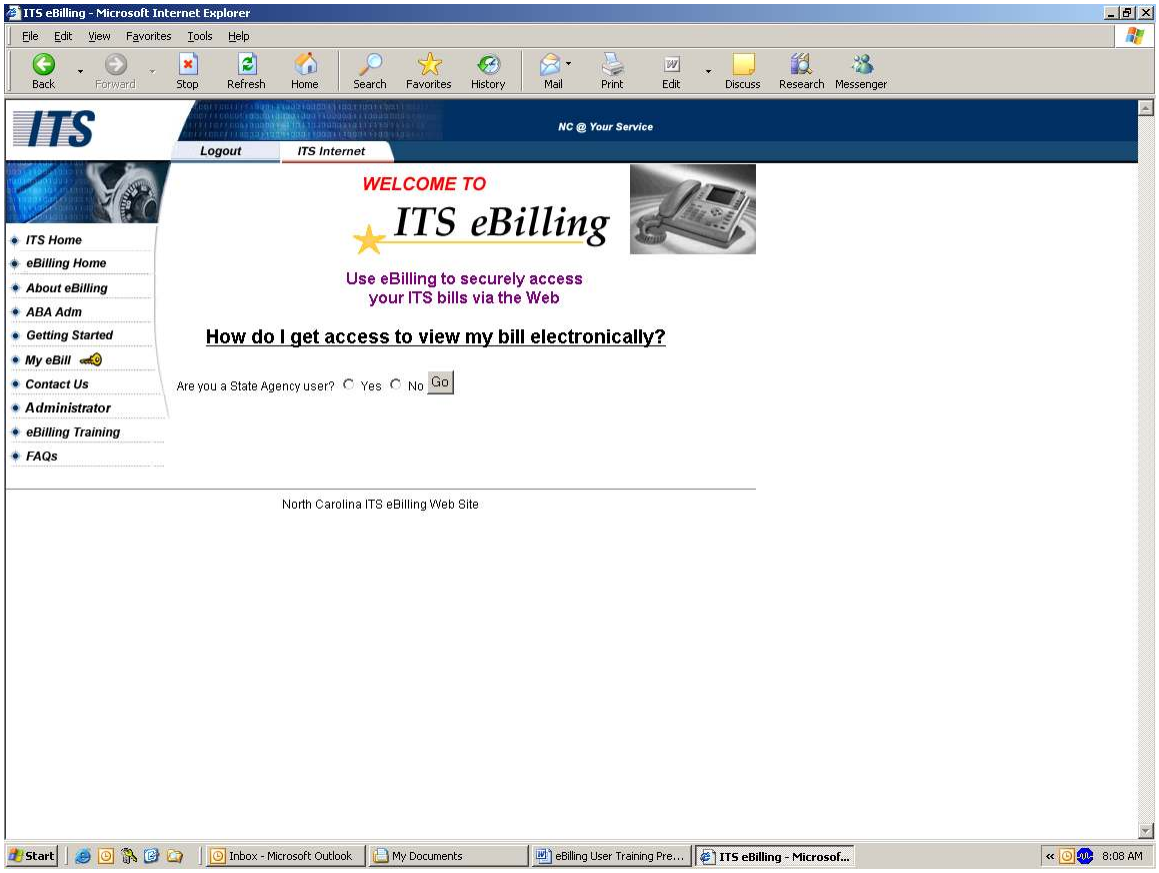


Frequently Asked Questions

1- How do I get access to view my bill electronically?
2- How do I resolve problems printing my ITS bill?
3- How can I receive an ITS bill (invoice) electronically?
4- How can I find my data (i.e. Dist Code, Dept Code or Line Number on the Select an eBill Invoice screen?
5- What can I do to access eBilling – I don't have a **Continue button**?
6- How can I stop getting monthly email about eBilling?
7- How can I add an individual to the eBilling email group?
8- What should I do to receive eBilling notification that the ITS monthly billing is ready to be viewed?
9- What can be done to confirm unknown or missing charges on my ITS billing?
10- Do you have other questions that haven't been address in this section?

Click on a question button to see the full question and answer.

How do I get access to view my bill electronically?

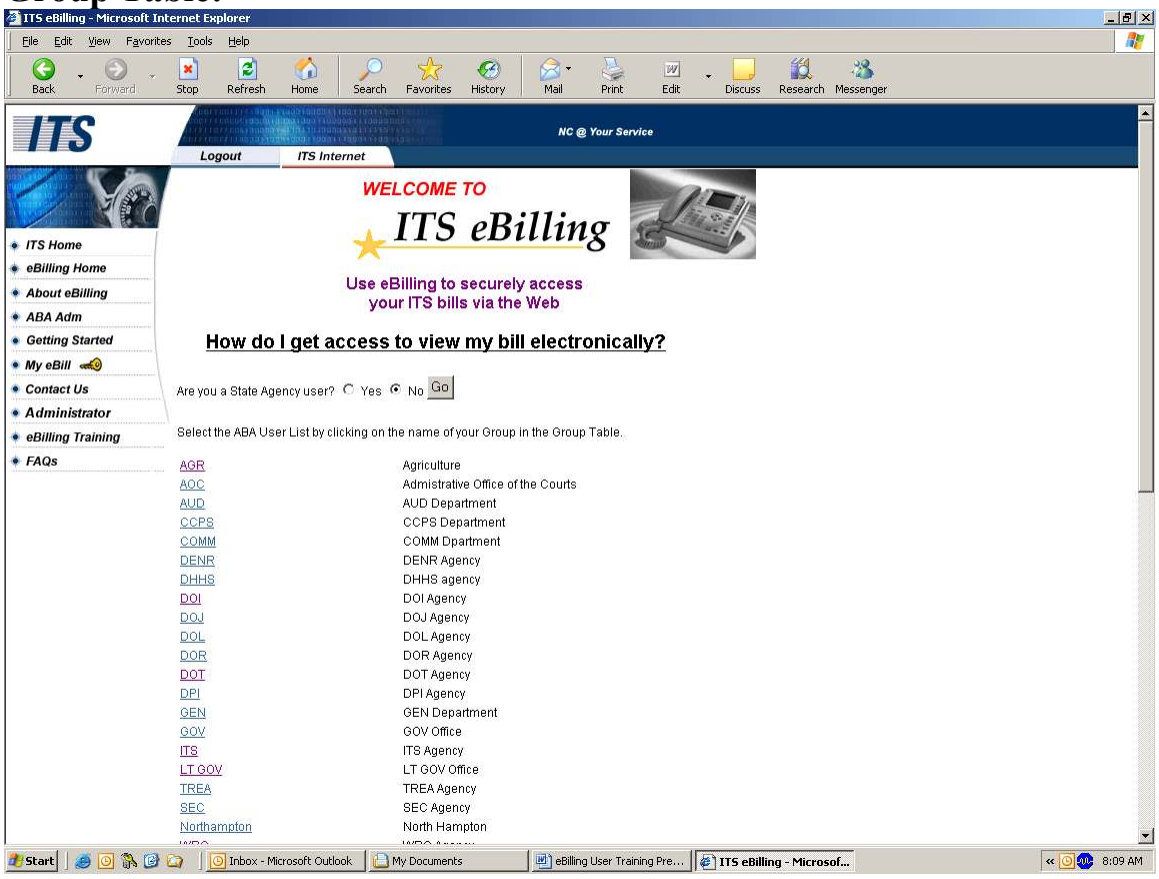


Are you a State Agency user? Yes No

Yes – 1) You must register in NCID
2) You must contact your ABA (Billing Administrator) for further instructions.

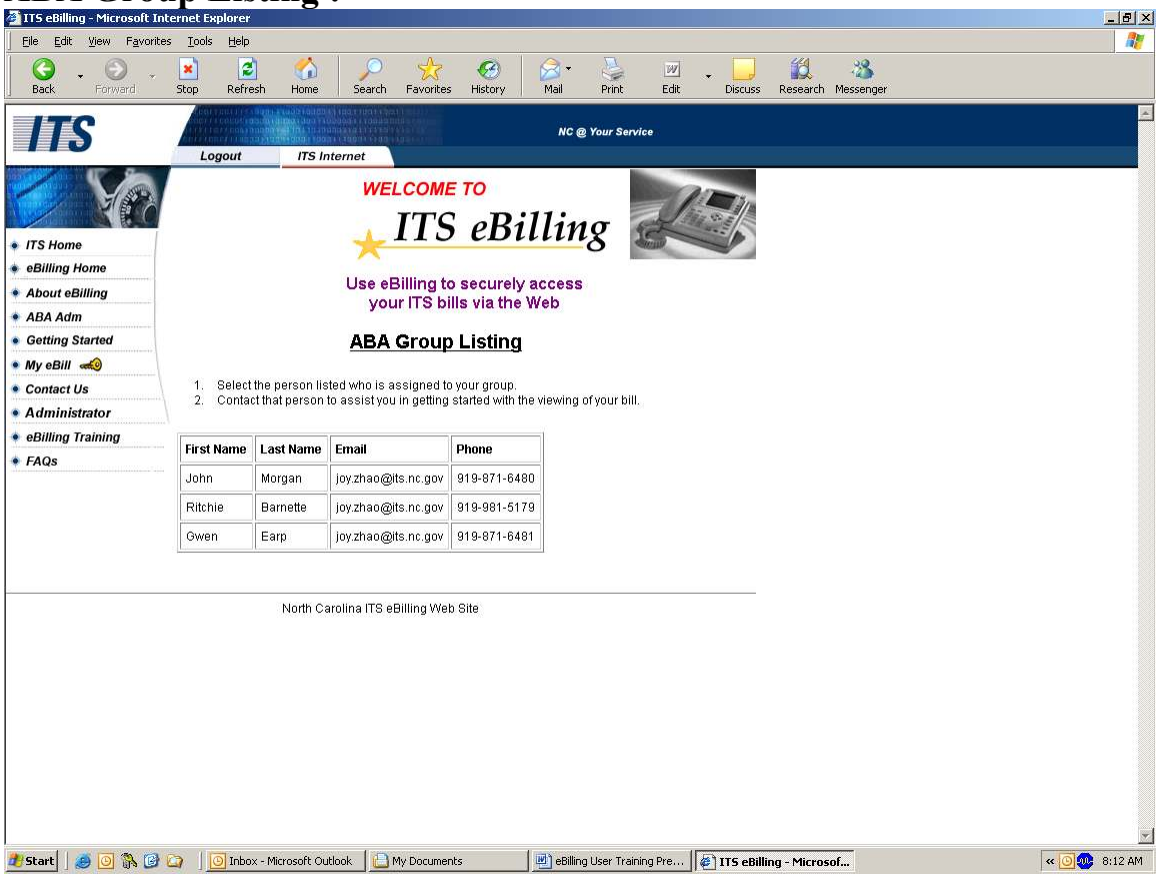
No – Select your organization to identify your ABA (Billing Administrator) from the Group Table.

Group Table:



Select the ABA User List by clicking on the name of your Group in the Group Table. The name of the ABA in the selected group will appear in the ABA Group Listing. (As shown on the next page)

ABA Group Listing :


ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
ITS
NC @ Your Service
Logout
ITS Internet
WELCOME TO
ITS eBilling
Use eBilling to securely access your ITS bills via the Web
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
ABA Group Listing
1. Select the person listed who is assigned to your group.
2. Contact that person to assist you in getting started with the viewing of your bill.
First Name | Last Name | Email | Phone
John | Morgan | joy.zhao@its.nc.gov | 919-871-6480
Ritchie | Barnette | joy.zhao@its.nc.gov | 919-981-5179
Gwen | Earp | joy.zhao@its.nc.gov | 919-871-6481
North Carolina ITS eBilling Web Site
Start
Inbox - Microsoft Outlook
My Documents
eBilling User Training Pre...
ITS eBilling - Microsof...
8:12 AM

1- Select the person listed who is assigned to you group.
2- Contact that person to assist you in getting started with the viewing of your bill.

FAQs (2) :

Having problems printing my ITS bill.

1- Has the print driver been loaded to you PC? Yes No

Yes- Call your PC maintenance person and have the printer checked for printing.

No- Go to Training Presentation (Topic J) **Printing your eBill** and follow the instructions on how to load the print driver. Once the driver has been loaded try printing again.

2- Check to see if there is paper in the tray.

3- Has your PC been replaced since you last printed? Yes No

Yes – Do you have the authority to load software on your PC? Yes No
Yes – Load the Print Drive to your PC
No – Contact your PC Service Rep and have him to load the print driver.

No – Contact your PC service Rep and have him to check it.

4 – If all else fail contact your ABA for further assistance.

FAQs (3):

How can you receive an ITS bill (Invoice) electronically?

1- Contact your ABA (Billing Administrator) and have him/her to contact ITS for assistance. See (Topic O) **Contact Us** for further instructions.

FAQs (4)

How can I find my data (i.e. Distribution Code, Department Code or Line Number) on the Select an eBill invoice?

1- Check to see if changes were made to any code assignment as listed above.
2- Search for item, check the entry and be sure that you keyed the search key as it appears on the report.
3- Check to see if you can find the item that you are searching for in the Summary Report.
4- Make sure that you are at the beginning of the report before you start searching.

FAQs (5)

What can I do to access eBilling – I don't have a CONTINUE button?

1- Check to determine if your NCID has been approved to view eBilling.
2- Check the URL you used, make sure that it is " https://ebilling.its.state.nc.us"

3- Check with your ABA (Billing Administrator) to determine course of action.
4- Verify your NCID code that you are using with your ABA to determine that you are using the correct one

FAQs (6)

How can I stop getting monthly e-mail about eBilling

1- Contact your ABA (Billing Administrator) and ask that you be removed from the NCID eBilling group.

FAQs (7)

How can I add an individual to the eBilling email group?

2- Contact your ABA (Billing Administrator) and ask that you be set up to receive email.

FAQs (8)

What should I do to receive eBilling notification that the ITS monthly billing is ready to be viewed?

3- Are you registered to access eBilling?

No – Contact your ABA (Billing Administrator) and ask to be set up to view the monthly billing.

Yes – Verify that your email address has been established in the NCID system.

a- Log into the eBilling application to allow your address to be updated.
b- Check for correct address by going to the "Welcome to NCID screen and click the "Update your acct" button and confirm that your email address is correct.

4- Make sure that your PC doesn't block email.

5- Call you Organization Help Desk for assistance.

FAQs (9)

What can be done to confirm unknown or missing charges on my ITS billing?

1- Call the ITS Help Desk for assistance.

a. **Make sure that you advise them of the billing charge you are referring to.**

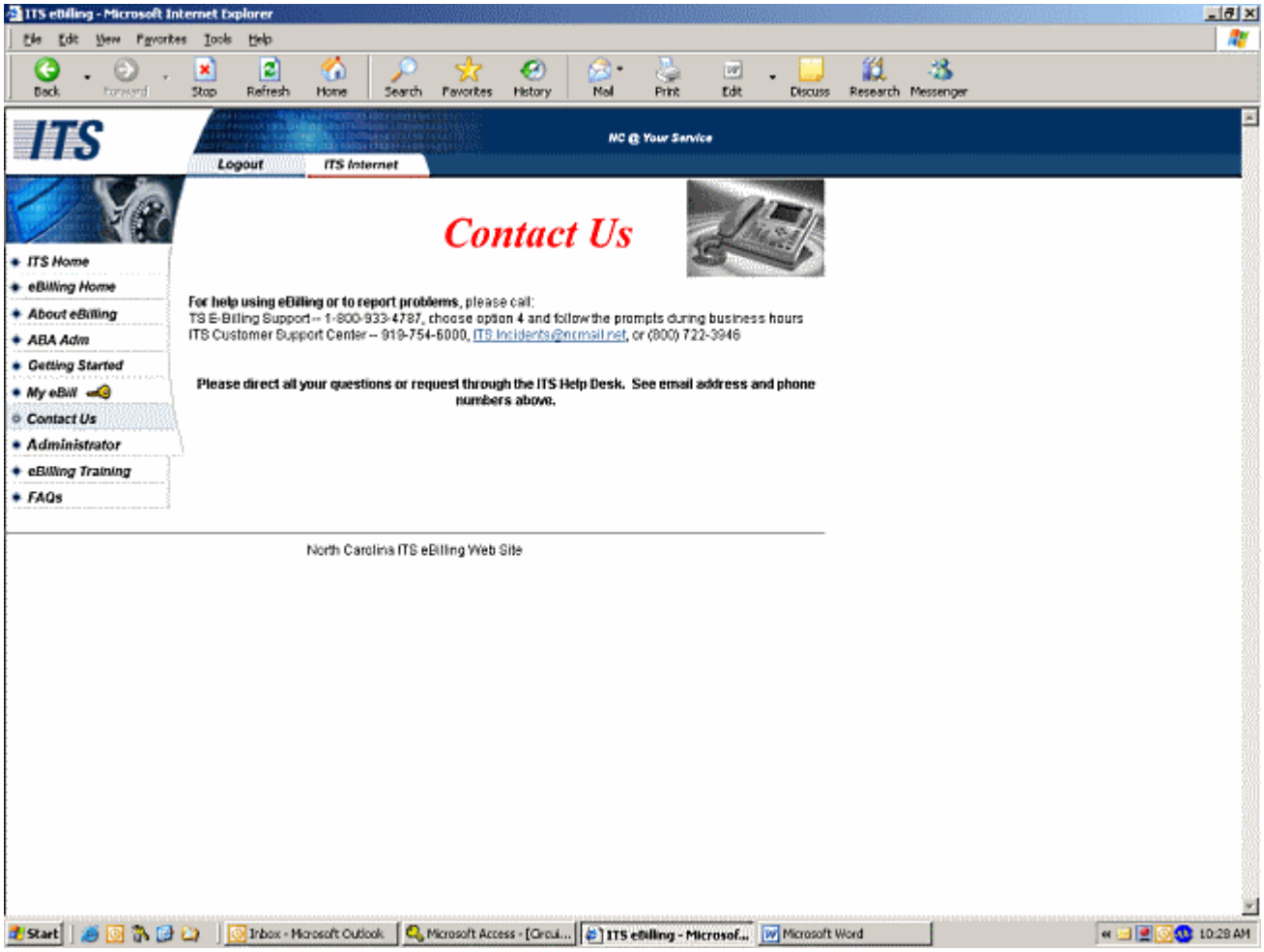
i. **TS (Telecommunication Services)**
ii. **CS (Computer Services)**

FAQs (10)

Do you have other questions that haven't been address in this section?

Please call the ITS Help Desk for further assistance.
1-800-933-4787 or 919-754-6000

Contact Us


ITS eBilling - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Research Messenger
ITS
NC @ Your Service
Logout
ITS Internet
Contact Us
ITS Home
eBilling Home
About eBilling
ABA Adm
Getting Started
My eBill
Contact Us
Administrator
eBilling Training
FAQs
For help using eBilling or to report problems, please call:
TS E-Billing Support -- 1-800-933-4787, choose option 4 and follow the prompts during business hours
ITS Customer Support Center -- 919-754-6000, ITS.Incidents@ncmail.net, or (800) 722-3946
Please direct all your questions or request through the ITS Help Desk. See email address and phone numbers above.
North Carolina ITS eBilling Web Site
Start
Inbox - Microsoft Outlook
Microsoft Access - [Circui...
ITS eBilling - Microsof...
Microsoft Word
10:28 AM